

# All-Hazards Incident Management Manual



December 2014

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## P.1. IMPLEMENTATION

This manual is intended to aid and assist Department personnel through the management of preparation, response and recovery from all types of hazards confronted during the operation of the Commonwealth's transportation infrastructure. It is designed as a companion manual to the policy outlined in the PennDOT Maintenance Manual – Pub 23, Chapter 9 and serves to expand upon the many brief policy statements covered therein. Furthermore, this manual acknowledges that continued communications, cooperation, and coordination with partners is necessary for successful incident management and seeks to guide strategic, tactical, and support activities through recognition of statutory responsibilities to Pennsylvania under the law (Title 75, Motor Vehicle Code, Act 35 Emergency Services Code.) The support of other state agencies, organizations, and non-governmental organizations with their core mission functions for the mutual benefit of all Pennsylvanians is the goal of this publication.

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## P.2. JOINT OPERATIONAL STATEMENT

PennDOT will work with its partners to develop, execute, and maintain agreements on joint operations. This manual outlines the roles and responsibilities of PennDOT personnel in accordance with the PennDOT Maintenance Manual, Pub 23. Partners include law enforcement, fire and rescue, emergency medical services, towing operators, emergency management agencies, municipal governments, and hazardous materials responders. Each of the agencies recognizes that the safety of motorists using the Commonwealth of Pennsylvania's roadway network is paramount and that providing motorists and citizens with reliable information in a timely manner is a top priority. The manual specifies that joint operating procedures shall be developed and maintained in the following areas:

- Sharing transportation-related information among agencies through local and district level partnering meetings

- Mobilizing forces to support field operations
- Promoting the safety of all emergency responders
- Developing the highest level of training
- Disseminating timely, accurate information to the public
- Ensuring the highest level of winter readiness on state roadways.

This manual takes an “all-hazards” approach to incident management, meaning it can and should be used no matter the cause of the roadway emergency.



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## 1.1. PURPOSE

The intent of this manual is to provide PennDOT personnel with knowledge and information pertaining to the identification of, response to, and recovery from events and incidents. These stages of incident management will be covered by focusing on strategic activities, tactical activities, and support activities on PennDOT owned infrastructure. Additionally, Traffic Management Centers (TMCs) interaction with field staff has been outlined in order to provide guidance for the use of technology in support of incident response. Special attention is given in Pub 911B to standardized response checklists and best practices.

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## 1.2. EVENT VS. INCIDENT

An event is a predictable or scheduled occurrence to which planning, preparedness, response, and recovery activities can be applied.

An incident is defined as a non-recurring condition that creates a change in normal activity. Incidents require a focus on identification of the situation, analysis of the cause, response needed, resources needed for stabilization, and recovery activities.

Examples of events:

- Concert/Fair/Parade
- Road Maintenance
- Winter Storm
- Training Exercise
- Recurring traffic congestion

Examples of incidents:

- Fire/Vehicle Fire
- Flood
- Bridge collapse
- Vehicle crash
- Chemical release
- Medical emergency
- Disabled vehicles

It should be noted the Roadway Condition

Reporting System (RCRS) uses the term “events” for both planned (event) and unplanned (incident) activities. The RCRS Incident Timeline is located in Pub 911B Appendix F and should be referenced for any incident that is entered into RCRS. This timeline is for PennDOT use only and not the overall or total emergency responder response to an incident.

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## 1.3. DEFINING INCIDENT MANAGEMENT

Incident management is defined as the deployment of planned resources in response to an unplanned emergency situation which has the potential to rapidly deteriorate without effective leadership, identification of existing hazards, analysis of available corrective actions and employment of effective actions. The goal of incident management is to provide for life safety, protection of remaining facilities from further damage and the restoration of essential traffic.

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### 1.3.1. COMMITMENT TO UNIFIED COMMAND

PennDOT is committed to the Unified Command concept within the Incident Command System (ICS). Unified Command is a command and control structure best utilized when two or more jurisdictions share responsibility for identification and response to an emergency situation. An effective Unified Command utilizes shared goal-setting, objective creation, resource allocation and support activities. ICS training is required for all command and general staff, as well as operations branch supervisors involved in tactical field operations.

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## 1.4. DEFINITION OF ALL-HAZARDS

All-hazard(s) is a term that recognizes that incidents occur for a variety of reasons, with a variety of causes, and a variety of impacts. PennDOT's Emergency Transportation Operations (ETO) program is an all-hazards organization for reporting, response, and communication regarding transportation system operations, personnel and equipment readiness. An all hazards approach allows the Department to assist others within the emergency response community, as a non-emergency response partner, regardless of the parameters of the emergency situation.



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### 2.1. PURPOSE

The purpose of the strategic activities chapter of this manual is to define a systematic process to achieve the desired goals of providing for life safety, protection of remaining facilities and the restoration of essential traffic. This chapter will focus on providing guidance for the preparation and planning for expected conditions associated with both events and incidents.

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### 2.2. PLANNING

Effective planning includes scheduling regular partnering meetings, engaging appropriate attendees, setting a convenient location, high frequency of stakeholder contact, and the discussion of relevant topics related to agency operations. By engaging partners in the planning process, mutual goals and assets can be identified, priorities can be established, and meaningful outcomes achieved.

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### 2.3. PARTNERING MEETINGS

These meetings can be held at any time and do not necessarily need to pertain to any one specific event or incident. Partnering meetings allow PennDOT staff to meet and talk with other emergency responders. These discussions identify key roles to achieve desired objectives when dealing with incident response.

#### 2.3.1. ATTENDEES

It is important to accurately identify key stakeholders in your planning process. By engaging these stakeholders, a complete operational picture of available resources can be coordinated along with tactical responsibilities of each party. Potential stakeholders to be considered are similar to that identified on the After Action Review (AAR) Sample Meeting Agenda located in Appendix D of Pub 911B. Expected conditions will affect the list of partnering agencies to be engaged in each meeting, and knowing the nature of events and incidents likely to occur within your localized area will also be a guiding factor.

#### 2.3.2. LOCATION & FREQUENCY

Every effort should be made to schedule meetings at mutually convenient locations for PennDOT and external partners. The setting should promote attendance and the free exchange of information and dialogue between attendees.

When PennDOT facilities are neither conveniently located or of sufficient size for the attendees, consider entering into agility agreements for the use of local facilities, creating a comfortable atmosphere and serving to encourage attendee engagement.

Meetings should not be held more often than necessary, but need to be continual so that partnerships with our key stakeholders are not diminished. It is recommended that such meetings occur no less frequently than a semi-annual basis, however as per Pub 23, Chapter 4, an annual winter services meeting is the minimum requirement.

#### 2.3.3. OBJECTIVES

The goals of the meeting are to develop a plan to achieve life safety, the protection of remaining facilities, and restoration of essential traffic in your localized area after an event or incident. Topics of discussion should directly support these goals. Examples of topics to discuss are:

- A summary of circumstances that have created the need for this meeting:
  - » Winter Weather Preparedness
  - » Forecasted Flooding
  - » Major Traffic Events
- A brief introduction including responsibilities of key stakeholders present and their available resources:
  - » This introduction should include an exchange of contact information
- How PennDOT will respond during varying events and incidents:
  - » When shifts are scheduled
  - » Which Assistant is responsible and when



## 2. Strategic Activities

- » Which Foreman is responsible for what areas and when
- » Maps for distribution
- » What to do if radio calling room personnel cannot be reached
- Expected responses from stakeholders
- An expected time frame (if not the actual date/time/place) of the next group meeting
- Additional topics if applicable:
  - » Where are our scour critical bridges?
    - Scour is the result of the erosive action of flowing water, removing sediment from the streambed and banks of streams and from around the piers and abutments or bridges, thus scour critical bridges are those that are in need of repair due to these factors.
  - » Why we close scour critical bridges
    - It is important to determine where they are because closure of these bridges could adversely affect school districts, municipal operations, etc. and should be discussed with our partnering agencies at these meetings.
  - » When to call out PennDOT
    - PennDOT is not a first responder, they provide a support function to first responders
    - PennDOT has a 2 hour response time frame
  - » How to talk to each of the incident responders using the 911 to 800MHz radio patches
  - » Detour Routes
    - PennDOT Detour Routes – State Road to State Road
    - Local Detours are shorter typically, but PennDOT cannot detour onto local roads without an agreement with the municipality to use the municipal road (township, borough, etc.)

- Emergency Detour Routes (EDR)
- Global Detour Routes
- Alternative Detour Routes

### 2.4. ICS TRAINING REQUIREMENTS

PennDOT has adopted the Incident Command System (ICS) for incident response and bases the goals of the Department through the parameters of this structure.

It is the responsibility of the District Emergency Management Coordinator and the District Human Resources Officers to ensure the appropriate personnel are trained in ICS courses.

The chart at the end of this section shows a list of ICS courses that PennDOT personnel will take depending upon their position.

These courses provide personnel with an understanding and common language of incident response and some of what can be expected of them and other responders at an incident and behind the scenes. ICS 100, 200, 700, and 800 are offered through the FEMA website at:

<http://www.training.fema.gov/EMIWeb/IS/ICSResource/index.htm>

New personnel and personnel that move into a position where ICS is required should complete the online trainings offered within the first six months of employment in their new position. Once the online classes have been completed, these persons should be registered for the next available classroom-based ICS 300 and ICS 400 trainings if applicable to their position.



PennDOT Incident Command Training Expectations to meet NIMS standards	
IS 100 – Introduction to Incident Command System (ICS)	Describes the history, principles, and organizational structure of ICS and explains the relationship between ICS and the National Incident Management System (NIMS). Offered by Independent Study online.
IS 200 – ICS for Single Resources and Initial Action Incidents	Designed to enable personnel to operate efficiently during an incident or event within the ICS. Offered by Independent Study online.
IS 700 – An Introduction to NIMS	Provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. Offered by Independent Study online.
IS 800 – An Introduction to the National Response Framework	The Framework establishes a comprehensive, national, all-hazards approach to domestic incident response. Offered by Independent Study online.
ICS 300 – Intermediate ICS for Expanding Incidents	24-hour classroom course that develops participant awareness and use of unified command, planning activities, objectives, and documentation of Incident Action Plans.
ICS 400 – Advanced ICS for Area Command and Multi-Agency Coordination	16-hour classroom course focusing on Incident Management as part of multi-agency coordination systems, and management of large scale and geographically diverse incidents.

**Basic Incident Management Training Requirements for PennDOT personnel**

Required Training	ICS 100 Intro to ICS	ICS 200 Basic ICS	ICS 300 ICS for expanding incidents	ICS 400 Advanced ICS	ICS 700 Intro to NIMS	ICS 800 National Response Framework	ICS 402 ICS Summary for Executives
Operators, support personnel	Basic overview of ICS from tailgate and Safety Days trainings						
Foremen	✓	✓			✓		
ACMM/CMM	✓	✓	✓		✓		
Equipment Manager	✓	✓	✓		✓		
TMC Staff	✓	✓			✓		
District Training Coordinator, O/Is	✓	✓			✓		
District Incident Commanders	✓	✓	✓	✓	✓	✓	
District ICC Staff	✓	✓	✓		✓	✓	
District Executive Staff	✓	✓	✓		✓		
Area Commanders	✓	✓	✓	✓	✓	✓	
Area Command personnel	✓	✓	✓	✓	✓	✓	
Hwy. Admin Deputy & Bureau Directors	✓	✓	✓		✓		
Non-H/A Bureau Directors							✓
PennDOT Secretary							✓
Shaded = classroom only, all others classroom or independent study online							





### 2.4.1. OTHER INCIDENT/EMERGENCY RESPONSE TRAINING

PennDOT should continue to seek opportunities to train with incident responders at both the District and State level in order to keep up to date with policies and best practices as they develop. These opportunities streamline the communication process during incidents.

Outside of PennDOT sponsored training, there are times when employees are requested to participate in other emergency response trainings. Examples may include County/City Emergency Management Agency training, PEMA training, nuclear facility/evacuation training, or airport disaster training. PennDOT management shall evaluate all requests and determine if a level of participation is available based on normal operational and business needs.

### 2.5. PERFORMANCE MEASURES

The goal of reducing injuries and fatalities is highly dependent on successful planning and incident management practices. Selection, prioritization, and utilization of measures of success are important for PennDOT and other partners to analyze the effectiveness of incident management practices used. This will provide a basis for tracking program performance and developing improved future response efforts.

#### 2.5.1. AFTER-ACTION REVIEWS (AARS)

AARs are an important part of the Department's performance measurement tools. Through the review of what happened before, during and after an incident, PennDOT can determine what went well, what could have been done better, and what steps can be taken to improve overall performance.

Most AARs are initially done in-house; bringing together everyone that was involved to discuss the Department's involvement in the incident. The information that is gathered here is crucial for two reasons: first, it brings to light how PennDOT can improve internally, not through blaming people for what they did wrong, but

by identifying opportunities to do things better the next time. A potential improvement could be to implement a new process/procedure that is developed or initiated by the group, or refining existing processes. Identifying these opportunities is necessary for the growth of the Emergency Management Program within PennDOT.

The second reason that an AAR is initially done in-house is to prepare for an AAR that encompasses all of the agencies that were involved with the incident. This AAR often allows each of the responders to gauge how well the interaction between responding organizations was handled and recommend areas where coordination could improve. These are important in improving the overall response to any incident and can lead to decreased response time, improve the process to restore normal traffic flow, and produce a reduction in total incident clearance time.

All AARs, both internal and external, should be submitted to the District and Emergency/Incident Management Section of Bureau of Maintenance and Operations (BOMO) for review. The Emergency Management personnel will determine if current policies need to be updated or if new policies need to be created as a result of the reports.



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### 3.1. PURPOSE

The purpose of the Tactical Activities and Operations chapter of this manual is to provide guidance and summary regarding the importance of a tactical approach to Emergency Transportation Operations (ETO.) The following sections contain information that establishes a common operational picture for PennDOT and partnering agencies, including roles and responsibilities in various ETO situations.

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### 3.2. TACTICAL ACTIVITIES

PennDOT and its partners' tactical activities are performed independently, but seek a common goal. The goal is to respond to events and incidents by addressing life safety issues, stabilize incidents, conserve property and return to a normal environment as quickly as possible. To ensure the most productive approach during these activities involving multiple agencies, a unified command structure should be established to receive external communications in addition to regular internal PennDOT communications.

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### 3.3. TACTICAL OPERATIONS

Tactical Operations utilizes available resources in a planned and strategic manner to achieve the desired outcome in support of operational objectives. To assist in emergency response and attempt to standardize the approach of PennDOT field personnel, several tactical operations checklist have been developed in consultation with county maintenance organizations, engineering district offices, and PennDOT bureaus. Field personnel include, but are not limited to, Transportation Equipment Operators, Bridge Crews, Foremen and Assistant County Managers. These checklists (Pub 911B Appendix C) cover the activities listed below and offer a guide, but by no means attempt to dictate the only actions available to PennDOT personnel on scene.

Incident checklists in Pub 911B Appendix C include:

- Incident Response (for all events)

- Bridge Damage/Collapse
- Homeland Security
- Wall Failure
- Adjacent Fire
- Flood Incident
- Mudslide/Sinkhole
- Earthquake
- Weather-Related
- Debris/Hazard
- Abandoned Vehicles/Spilled Loads
- Hazardous Materials

Checklists may be shared with partners as appropriate to provide awareness among those partners of PennDOT operational objectives.

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### 3.4. INCIDENTS REPORTING

PennDOT classifies incidents based on their expected impact to operation of the highway system as required by the Road Condition Reporting System (RCRS). RCRS reporting guidelines (SOL 470-09-9) are published separately, and can be located in the RTMC Resource Portal. All RCRS entries must come from confirmed information.

These classifications will be used for communication within PennDOT. Partner responders are not expected to become familiar with PennDOT incident classifications. Therefore, plain language must be used to describe the length of closure, lane restriction, or incident affecting traffic when communicating with partners.

PennDOT reports incidents in normal operational mode, and in Emergency Transportation Operations (ETO) mode. There are slightly different standards for each, and the responsibilities also shift if a District Incident Command Center (ICC) is activated.

#### 3.4.1. RESPONSE ACTIVITIES

In most incidents, PennDOT response is requested by our partners. PennDOT will respond to incidents when requested by local Emergency



Management Agencies (EMA), law enforcement, or the Pennsylvania Emergency Management Agency (PEMA) when resources are available. Response examples include:

- Assist law enforcement with health and safety checks in a trapped queue for road closures expected to last more than two (2) hours.
- Provide traffic control for the safety and protection of emergency responders and the motoring public including activities such as the erection of traffic control.
  - » The Department is not required to provide personnel for flagging operations or manual traffic direction (The Department will close roads and detour traffic from state route to state route.)
- Activate detour routes in cooperation with law enforcement requests.
- Activate Dynamic Message Signs or Highway Advisory Radio messages as noted in Chapter 5 of this manual.
- Provide materials (i.e. sand, anti-skid, etc.) as appropriate at the emergency scene.
- Assist in removing highway incident debris.
  - » The Department may assist with non-hazardous debris removal.
  - » Debris removal is the responsibility of the owner or agent (towing company.)
    - Regarding hazardous materials and residual waste, PennDOT is responsible to ensure that appropriate clean-up methods are employed as owner of the facility on which the material is located. Reference PennDOT Pub 611, Chapter 8.3 for more information on highway spills resulting from non-PennDOT waste in transit.

### **3.4.2. INCIDENT MANAGEMENT PERSONNEL IDENTIFICATION, PARTNERS AND ROLES**

PennDOT emergency response personnel can be identified by the red stripe on their employee badge. This badge designation is authorized by management directive 625.10, and enables employees to “gain safe and easy access to [those] buildings while helping to maintain a satisfactory level of security during routine and emergency operations.”

The Department has many interactive partners involved in incident management. The following chart is a summary of the various partners and their roles. All can be expected to participate in a Unified Command at the scene. Successful application of Unified Command is largely dependent upon pre-planning and multi-jurisdictional procedures and policies.



#### Incident Management Personnel Identification, Partners and Roles

PARTNER	RESPONSIBILITIES
Law Enforcement	<ul style="list-style-type: none"> <li>● Establish Unified Command position</li> <li>● Dispatch or request towing firm</li> <li>● Investigate crimes/preserve evidence</li> <li>● Direct fire police</li> <li>● Notify DEP of hazardous material incidents</li> <li>● Complete incident reporting/documentation</li> </ul>
County Emergency Management Agency (911)	<ul style="list-style-type: none"> <li>● Coordinate efforts at the scene, including evacuation efforts if required</li> <li>● Support efforts of those at the scene</li> </ul>
DEP	<ul style="list-style-type: none"> <li>● Provide monitoring of exposures</li> <li>● Ensure clean up of hazardous materials follows applicable regulations</li> <li>● Issue emergency permits</li> </ul>
Fire/Rescue Company	<ul style="list-style-type: none"> <li>● Suppress fire</li> <li>● Direct rescue/extrication</li> <li>● Assist with traffic control using Fire Police under police authority</li> </ul>
Emergency Medical Services (EMS)	<ul style="list-style-type: none"> <li>● Address medical needs at the scene</li> <li>● Transport injured or ill</li> </ul>
PEMA	<ul style="list-style-type: none"> <li>● Plan and respond in times of significant event</li> <li>● Coordinate Intelligence/resource among entities/agencies</li> </ul>
Towing/Recovery	<ul style="list-style-type: none"> <li>● Deploy when dispatched by authorities</li> <li>● Remove vehicle/debris as directed</li> </ul>
HazMat Unit	<ul style="list-style-type: none"> <li>● Address potential or actual release</li> <li>● Prioritize cleanup activities</li> </ul>
Coroner/Medical Examiner	<ul style="list-style-type: none"> <li>● Investigate manner of death and documentation</li> <li>● Authorize movement of the deceased</li> </ul>
PennDOT	<ul style="list-style-type: none"> <li>● Provide traffic control</li> <li>● Activate detours as necessary</li> <li>● Transmit public information as needed (HAR, DMS, 511)</li> <li>● Provide materials such as anti-skid</li> <li>● Remove debris</li> <li>● Assess system damage</li> </ul>



**3.5. RESPONDER SAFETY**

PennDOT personnel are required to follow all guidelines and rules on personal safety to include, but not limited to:

- Appropriate use of Personal Protective Equipment (PPE) as outlined in Pub 445
- On-scene situational awareness of incident and its potential for expansion
- Appropriate use of vehicle lighting
- Set up of appropriate MPT in accordance with Pub 213 and/or MUTCD guidelines as outlined in chapter 6 (i)

PennDOT personnel share responsibility for awareness of personal safety with other responders at the scene, as well as the traveling public.

All responders will report safety concerns as appropriate to the Foreman, Assistant County Maintenance Manager (ACMM), County Maintenance Manager (CMM), Safety Officer or Incident Commander.

**3.6. COMMUNICATIONS**

When PennDOT employees are first to an incident, the employee(s) shall contact 911 immediately and report the incident, then contact an ACMM with incident specific information and scene size-up. The ACMM shall notify the appropriate TMC for RCRS reporting purposes. After communications have been established, the general response checklist should be deployed as found in Pub 911B Appendix C.

PennDOT employees should be made aware of the specifics of an incident when responding to a callout. Shared information shall consist of:

- Potential response needs (i.e. required equipment)
- Available route(s) to the scene
- Reporting location/command post
- Name of the incident commander on scene
- Check-in procedures, if necessary

**3.6.1. ARRIVAL AT SCENE**

Scene size-up begins before arrival, and also continues throughout the entire response. PennDOT employees shall evaluate the scene and determine if detours should be established, resources required for implementation, and materials available to set up a temporary work zone per Pub 213 if necessary.

The PennDOT Incident Commander on-scene shall check-in with and provide timely information updates to the Unified Command and the appropriate TMC. Informing Unified Command of current actions, goals associated with PennDOT's action plan, and resources involved in the response will provide for a clear channel of information and alleviate issues that arise during incident response.

**3.6.2. ON-SCENE ACTIVITIES**

Transportation agencies are secondary responders. PennDOT on-scene activities should be directed toward MPT measures and roadway repair. Restoring traffic flow through detour implementation, minor debris clean-up and infrastructure repair should be the main goals of the responding PennDOT employees. Special consideration should be given to timely reporting of information to TMCs which will allow for the reduction of new traffic into the incident via 511PA, media outlets, and other traveler information tools. Please refer to chapter 5 of this manual for more information on TMC interaction. Also, refer to checklists located in Pub 911B Appendix C for specific on-scene tasks.

**3.6.2.1. TRAFFIC INCIDENT MANAGEMENT**

Traffic Incident Management (TIM) consists of a planned and coordinated multidiscipline process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible. Employment of sound TIM principles will aid in the response to and removal of traffic incidents, and reduce the likelihood of secondary accidents. Principles of sound TIM practices include:



- Proper vehicle location on-scene
- Set up of temporary traffic control devices
- Staging appropriate resources
- Securing incident scene
- Appropriate response to hazardous materials situations
- Assessment of roadway repair needs
- Establish and operate alternate routes, if necessary
- Timely restoration of roadway infrastructure to original condition

### 3.6.3. HAZARDOUS MATERIALS INCIDENTS

PennDOT's hazardous materials response policy and objectives are defined in Chapter 9 of Pub 23 and should be followed. Only personnel having completed 29 CFR 1910, 40 Hour Health and Safety Training are allowed within the designated HAZMAT site. An operational checklist is provided in Pub 911B Appendix C.

### 3.6.4. CRASH/CRIMINAL INVESTIGATION/RECONSTRUCTION

PennDOT personnel will cooperate with law enforcement and coroner activities that are associated with investigations, communicate with those authorities at the scene to help preserve evidence, and promote the reopening of any affected lane(s). PennDOT personnel on-scene shall communicate progress to personnel updating RCRS on activities that prolong closures. Form TMC-100 is located in Pub 911B Appendix F and may assist on-scene personnel in capturing information to be relayed to RCRS operators.

### 3.6.5. CLEARANCE/REMOVAL OPERATIONS

PennDOT personnel should understand that law enforcement authorities have legal powers and responsibility to remove or to direct the removal of vehicles and/or other impediments to traffic. PennDOT personnel are, by law, protected from liability if instructed by law enforcement officers to remove or assist in the removal of obstructions with

the exception of hazardous materials. PennDOT personnel shall not remove hazardous materials from the scene.

Police have the authority to contact and engage towing companies and operators to remove vehicles at an incident scene. PennDOT may contact PSP dispatch to have a tow truck dispatched if the patrol car has an extended response time to a scene.

PennDOT may establish guidelines regarding the "after-incident" removal of vehicles from the roadway or shoulder, including permitting for removal operations using standard traffic control operations done by a recovery contractor.

### 3.6.6. ALTERNATE ROUTES

PennDOT Pub 46, Traffic Engineering Manual, outlines policy on alternate or detour routing for incidents, and should be followed. In addition to exit to exit detours, larger detours covering extensive geographic areas known as Global Detour Routes are further explained in Chapter 5 of this manual. The actual Global Detour Route plans are located in Pub 911B Appendix B.

PennDOT personnel on scene should be aware that pre-planned detours exist for all interstates and many limited access roadways. The on-scene Incident Commander has a shared responsibility for initiation of those routes if necessary. PennDOT personnel on-scene also have a responsibility to consider and plan alternate detour routing if it serves the interest of safe movement of traffic diverted to those routes.

The CMM or ACMM should be part of the evaluation of the effectiveness of any pre-planned or impromptu alternate route established by PennDOT or any other response agency. The TMC and the command post should be consulted as well prior to any implementation to verify that route is accessible and appropriate. The manager or assistant has the authority to plan an alternate to the one in use. The Assistant County Maintenance Manager must evaluate the effectiveness and, if changes are made, inform RCRS entry personnel



and the County Maintenance Manager. If the detour will cross district borders or is otherwise unusual, the Area Command must be notified.

### 3.6.7. MEDIA CONSIDERATIONS

Some media outlets will be interested in obtaining information from PennDOT at the scene of an incident. PennDOT personnel shall refrain from providing comments and details to the press unless authorized by the Assistant District Executive for Maintenance, County Maintenance Manager, the Press Office or Community Relations Coordinator (CRC.). Appropriate information from the scene such as traffic disruption area, detour information and duration is best disseminated through 511PA via RCRS reporting and will also enable the CRC to coordinate with media outlets interested in reporting on the incident. Information is also made available directly to the public via 511PA voice and text alerts, smart phone app, and the website 511PA.com. This information is pulled directly from RCRS entries, thus requiring the accurate and timely input of information related to incidents.

### 3.6.8. FREEWAY SERVICE PATROLS

Freeway Service Patrol (FSP) assists motorists whose vehicles have suffered mechanical failure or have been involved in a minor accident. These service patrols operate in the areas of Allentown, Harrisburg, Philadelphia and Pittsburgh on select routes with high AADT for the purpose of keeping traffic flow as efficient as possible during morning and evening commute hours. The FSP will support clearing the highway of automobiles, motorcycles, small trucks (vehicles with a gross weight of 14,500 pounds or less) and small, non-hazardous debris. FSP will remove the vehicles from the highway to a drop-off location or the side of the roadway if reaching the drop-off location is not possible.

Should the FSP encounter a major incident, their primary duty is to immediately inform the respective TMC, who will in turn notify the proper law enforcement authority or emergency dispatch center, and to protect the incident scene using the FSP vehicle, cones, “Keep Right” or “Keep

Left” signs, and highway flares. A major incident encompasses any of the following circumstances:

- A fatality or other medical emergency
- A reportable accident as defined in the vehicle code
- A load that is hazardous as identified by the placard or cannot be identified as being non-hazardous.
- A disabled vehicle of 14,500 pounds or more that cannot be pushed or towed by the FSP. In this instance, the Pennsylvania State Police will make arrangements to secure a towing service to remove this type of vehicle.
- Debris or spilled cargo that is impossible for the FSP to remove.

The FSP operator is directed to spend no more than 10 minutes with an individual incident where minor repair is required. If the vehicle cannot be repaired within the 10-minute timeframe or the FSP cannot immediately ascertain the source of the problem, the vehicle should be immediately removed from the roadway. If possible, the vehicle can be taken to the designated drop-off point. If the removal of the vehicle to the designated area will adversely affect the section of roadway, the vehicle can be left on the shoulder or outside the travel lanes until removal of the vehicle does not cause an immediate hazard to the traveling public. The affected motorist can request a specific towing company and/or make alternate arrangements for assistance through the FSP responding operator.

The FSP operator is also to cooperate with and take direction from a law enforcement officer who requests assistance at the scene. The only chain of command recognized by the FSP operator is Department hierarchy (including Traffic Management Center), the PA State Police or the local government official recognized as being in charge of the incident.

### 3.7. COST TRACKING

Central Office will provide WBS elements for coding on request of the District for large scale



response and recovery from emergencies.

All Incident Management operations shall be tracked via payroll and SAP using appropriate program and assembly codes from Pub 113, Foreman's Manual. There is a greater likelihood of recovering costs that are accurately tracked and documented in accordance with guidelines established in Pub 550, Disaster Recovery Manual.

### 3.8. STANDARD OPERATING GUIDELINES FOR RESPONSE TO HIGHWAY CLOSURES

PennDOT, PSP, and PEMA have agreed to a Standard Operating Guideline (SOG) to outline individual and collective roles and responsibilities, including PSP and PennDOT commitments to sharing situational awareness, and PEMA commitment to de-conflicting information and assisting in resource efforts as needed. Special consideration in this guideline is the identification of queue and attention to motorists therein.

A normal queue of traffic is different from a "trapped queue." A normal queue is a backlog of traffic with the ability to make decisions to change routes or delay. A trapped queue is a backlog of traffic that needs to be redirected or removed from the scene, due to their relative position between the incident and the nearest point of egress. When a trapped queue exceeds two hours of waiting time, there is a shared commitment with law enforcement to conduct health and safety checks in the trapped queue.

There are different levels of approach to health and safety checks. These levels are based on the expected duration of a closure, covered in more detail in Pub 911B Appendix A Standard Operating Guideline for Response to Highway Closures. The three different durations of event that must be considered are up to 2 hour closure, between 2 and 4 hour closure, and 4 hour or greater closure. Dependent on the estimated duration, the response effort required can be located in the above referenced appendix.

### 3.9. INTERSTATE RESTRICTIONS PROTOCOLS

Interstate Restriction Protocols are the combined effort of PennDOT, PSP, and PEMA, and include PennDOT County, District, and Area Command levels. They are most often initiated in winter weather events, but could also be employed when hurricanes, tornadoes, or other severe weather events occur.

Restriction protocols have been developed to be phased in depending on the intensity of the inclement weather. They begin with warnings to the motorist and expand to a total closure of the Interstate system. There are five basic levels of action that could be anticipated (more detailed in Pub 911B Appendix A).

1. DMS/HAR will be used when conditions may be changing and an added level of driver awareness is needed. The use is currently defined in the DMS Operating Guidelines.
2. Speed Limit Reduction is considered when significant icing, heavy snow cover or potential high wind activity is predicted or occurring in an interstate corridor.
3. Commercial Vehicle Restrictions are considered in heavy snow, predictable icing, or high winds are foreseen.
4. Interstate On-Ramp Restrictions require a Governor's Declaration of Emergency and prevent additional traffic from entering an interstate corridor.
5. Main Line Interstate Restrictions require a Governor's Declaration of Emergency and completely restricts all non-emergency vehicle access to an interstate corridor.

It is important to note that all protocols involve close coordination of communication and situational awareness at all levels of PennDOT operations so that coordination of activities can be extended to emergency response partners. Restriction consideration begins with a recommendation at the County level through the District ICC to Area Command. In some cases, Area Command may implement a restriction





as a continuation of an existing restriction in a neighboring state or PennDOT District. It must be noted that restrictions can only be enacted at the Area Command level by the Area Commander, Deputy Secretary for Highway Administration or the Secretary of Transportation.

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### **3.10. UTILITY RESPONSE**

In regard to downed utilities, PennDOT shall respond if requested by law enforcement, utility company, PEMA or other first responder agencies. Upon arriving at the scene of the downed utility, the following must be considered by PennDOT personnel:

- Choose to restrict the highway if necessary and set up an appropriate work zone.
- Contact 911 to report downed utility (non-electric.)
  - » Let 911 know if the right of way will be closed and for how long.
- If a closure or detour is necessary, set up signage designating closure or detour.
- If utility response is not in a reasonable amount of time consider contacting a tree service through the DGS ITQ and submit a general invoice/FB 70 to the utility company for the tree service.

PennDOT will not operate near or around trees with utility wires in them without authorization by a utility official.



#### 4.1. PURPOSE

PennDOT has a key role in incident management operations on and near the Commonwealth's transportation system. This chapter defines roles and responsibilities of PennDOT support staff and systems while expanding upon the activities that support tactical activities and operations.

Specific support activities that are covered in this chapter include:

- Emergency Transportation Operations (ETO) activation
- Mobile Equipment Team (MET) mobilization and activation
- Disaster Recovery Activities
- After Action Reviews (AAR) and After Incident Reviews (AIR)

*NOTE: Traffic Management Center (TMC) support activities are covered in Chapter 5 of this manual.*

#### 4.2. EMERGENCY TRANSPORTATION OPERATIONS (ETO)

ETO is the all-hazards organizational structure that PennDOT assumes, using a modified Incident Command System (ICS) model. It depends on a reporting structure that goes from a County Operational Branch to a District Incident Command Center (ICC) to the Central Office Area Command. It stresses continuous situational awareness to predict and identify potential issues facing tactical and support operations.

Under ETO, the reporting responsibilities and structure within PennDOT are different from normal operations. It supports information flow to and from the County, District, and Central Office. When PennDOT chooses to employ its ETO model, information and situational awareness are its focus of operation to ensure the reporting of accurate and timely information. This information provides decision makers with an operational picture and provides for public awareness through 511PA.

The Department's ETO Manual is found in

Appendix E of Pub 911B.

#### 4.3. ETO ACTIVATION

The ETO organization is "activated" for various reasons, among them:

- Events of regional or Commonwealth significance such as severe storms or Homeland Security threats where responders and other agencies have heightened need for timely and accurate PennDOT information
- Events that require a heightened level of internal awareness to determine the need for deployment of additional PennDOT resources, such as incidents on interstate highways where global detours need to be activated.

The Area Command in Central Office will determine the levels of ETO activation for Central Office personnel, with the following general principles of expected participation for the Counties and Districts:

- Counties
  - » Lite ETO Mode
    - No Facilities, Information, Resources, Staffing, Technical (F.I.R.S.T) report required
    - Requests for aid should be directed to District ICC
    - Staff will report as situation warrants
  - » Normal ETO Mode
    - F.I.R.S.T reports required on scheduled intervals
    - Mandatory staff will be deployed as per ICS protocol and situational conditions
- District ICC
  - » Lite ETO Mode
    - The Incident Commander oversees District operations and reports to Area Command as required
    - RCRS information input is typically



the responsibility of the District ICC

- Staff will report as situation warrants to Area Command
- » Normal ETO Mode
  - District Incident Commander will provide F.I.R.S.T reports every two hours as scheduled
  - Incident Action Plans (IAP) will be provided as necessary
  - RCRS information input is the responsibility of the District ICC
  - Mandatory staff will be deployed as per ICS protocol and situational conditions
- Area Command
  - » Lite ETO Mode
    - Area Commander monitors situational awareness
    - Executive SitRep sent to Executive Staff as necessary
    - Staff will report as situation warrants
  - » Normal ETO Mode
    - F.I.R.S.T reports reviewed by Area Commander every two hours as scheduled
    - RCRS Executive Summary generated and reviewed as scheduled
    - IAPs will be provided as necessary
    - Mandatory staff will be deployed to PEMA as per ICS protocol and situational conditions

Should expanding circumstances occur, Area Command may escalate the ETO model for any County/District ICC that is not operating at an appropriate level to meet situational demands.

*More information on activation procedures, roles and responsibilities, is found in the ETO Manual, Appendix E of Pub 911B.*

#### 4.4. MOBILE EQUIPMENT TEAM (MET)

A Mobile Equipment Team (MET) is a deployable resource of personnel, equipment and other assets assembled by PennDOT for response to events or incidents occurring in an area, outside their normal reporting location, due to a situation that exceeds an organization's capacity.

PennDOT will mobilize and recover the capabilities of MET to assist other County and District operations, and through Emergency Management Assistance Compact (EMAC) requests provide assistance when available to other states.

##### 4.4.1. MET TEAM COORDINATION

The District shall have the County identify resources that can be away from their reporting location for an extended period of time. In addition to the identified resources, the County shall develop a substitute list of resources that are able to respond to an emergency if the primary cannot.

##### 4.4.2. MET PERSONNEL AND EQUIPMENT

When considering the composition of a MET, a County Manager should consider the following guidance:

Personnel recommendations

- 4 Certified Equipment Operators
- 1 Certified Fuel Truck Operator
- 1 Mechanic
- 1 Foreman
- 1 Assistant County Maintenance Manager

Key emphasis should be placed on obtaining personnel in sufficient numbers that are proficient at operating multiple pieces of equipment.

Equipment recommendations

- 4 dump trucks appropriately equipped
- 1 All-Wheel Drive grader appropriately equipped for the emergency
- 1 Front end loader



- 1 tractor with 30 ton low boy trailer
- 1 Crew Cab equipped with chain saw
- 1 Fuel Truck

Any truck, loader and grader with mounted snow blowers, when used, may require additional operators.

#### 4.4.3. MET DEPLOYMENT

When it is determined by the District that emergency circumstances have exceeded the capacity of the affected county, a MET within the Engineering District can be activated to cross county lines. Although Central Office approval is not needed, immediate notification to the Area Command is required.

Should the impact of the emergency exceed the capacity of a District, or a contiguous District response is quicker, the activation of a MET from another District can be requested. Requests for MET activation from another District shall be made to the Area Commander who will coordinate activation through the Director, Bureau of Maintenance and Operations.

The receiving District shall supply support personnel and maps to the Area Commander for coordination with scheduling the MET since it will be working in unfamiliar territory. The sending maintenance organization shall arrange overnight accommodations.

#### 4.4.4. CORPORATE CARD USE DURING MET ACTIVATION

For MET activations that are not large scale, and the sending organization has the ability to schedule overnight accommodations following normal Commonwealth travel procedures, it is required that the Ad-Trav system is used to make travel arrangements.

- Managers cannot use their own Commonwealth Corporate Card to pay for other employees lodging expenses.
- Commonwealth Corporate Cards can be used

by employees to purchase food.

- Cash advances will not be made for travel expenses.

#### 4.4.5. AGENCY LODGING CARD USE DURING MET ACTIVATION

MET activations that are large scale, or when employees do not possess a Commonwealth Corporate Card, shall require the use of the Agency Lodging Card.

- HR needs to have employee names and employee numbers of each team member. Area Command will coordinate that information and communicate it to the Travel Coordinators upon receipt of a MET mobilization.
  - » The information included is supplemental in order to account for cost tracking. That information includes employee name & number, desired location for lodging, expected duration of stay.
  - » After this information is collected, the Travel Section will schedule the travel logistics through Ad-Trav for the MET activation.
- Receipts from travel can be returned to the Travel Section of BHR after they are collected from the MET personnel who responded to the event.
- Receiving organizations must provide cost center information as quickly as possible to the sending organization.

#### 4.4.6. TIME AND CHARGES

Labor and equipment, including transfer time, shall be charged to the County receiving the aid. The receiving County is responsible for generating the payroll codes the MET will use prior to the MET arrival at the receiving County. Time worked by the MET shall be certified on the Cross Application Time Sheet by the County Maintenance Manager of the county receiving the aid. These forms shall be returned to the home county in time for processing. A complete copy shall be kept by the receiving county for audit purposes in the event Federal aid for the event is available.



### 4.4.7. OUT OF STATE ASSISTANCE

The Emergency Management Assistance Compact (EMAC) is the nationwide resource sharing program that allows states to send personnel, equipment, and commodities to aid in Disaster Relief efforts. Requests for assistance will be received by PEMA and forwarded to PennDOT for review of available assets and associated costs. PennDOT will then reply to PEMA with available resources and costs for transmission to the requesting state. Should the terms be accepted by the requesting state, PennDOT will utilize the standard MET deployment process. This process for out-of-state activation is detailed in a flow chart as well as the internal procedures for reimbursement in Appendix A of Pub 911B.

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### 4.5. DAMAGE ASSESSMENT AND REPORTING REQUIREMENTS

When damage occurs to highway facilities as a result of an emergency incident or event, it is of paramount importance to provide for life safety, protection of remaining facilities from further immediate damage, and the restoration of essential traffic. Several funding/reimbursement programs exist with different requirements for approval. Special attention must be given during the initial phases in order to meet with program approval. Each program is detailed in Pub 550, Disaster Recovery Manual.

The Maintenance organization is responsible for ensuring the proper reporting procedures are being followed to include charges against appropriate WBS Element and program coding.

#### 4.5.1. RESPONSIBILITIES

The District Incident/Emergency Management Coordinators are responsible for collection of damage assessment data and forwarding this data to BOMO. The data collected shall include type of damages to bridges and highways, anticipated repair costs, Federal-aid/non-Federal aid highway classification, and anticipated repair strategies.



**5.1. PURPOSE**

The purpose of this section is to integrate the operations of regional and local Traffic Management Centers (TMCs) during incidents and events.

**5.2. OVERVIEW OF OPERATIONS**

The Traffic Management Centers are responsible for enhancing the safety of field personnel by delivering proper information to responders and ensuring that the motoring public is given accurate information based on changing field conditions. The information provided to the public can impact the motorists' travel plans both before and in-route, which can decrease the number of vehicles caught in incident queues, slow motorists down as they approach incidents, and prevent secondary incidents. All of these will increase the safety of both the public and incident responders.

There are currently three regions with 24/7 Regional Traffic Management Centers (RTMCs). In addition, there are 6 District TMCs that oversee operations during their operational hours. Each RTMC takes over traffic operations within their region during

District TMC off-hours. At a high level, RTMC/TMC responsibilities include:

- Monitoring roadways for recurring and non-recurring congestion
- Relaying information to the public as necessary
- Relaying information to both internal and external partners as necessary.

**5.3. INCIDENT NOTIFICATION**

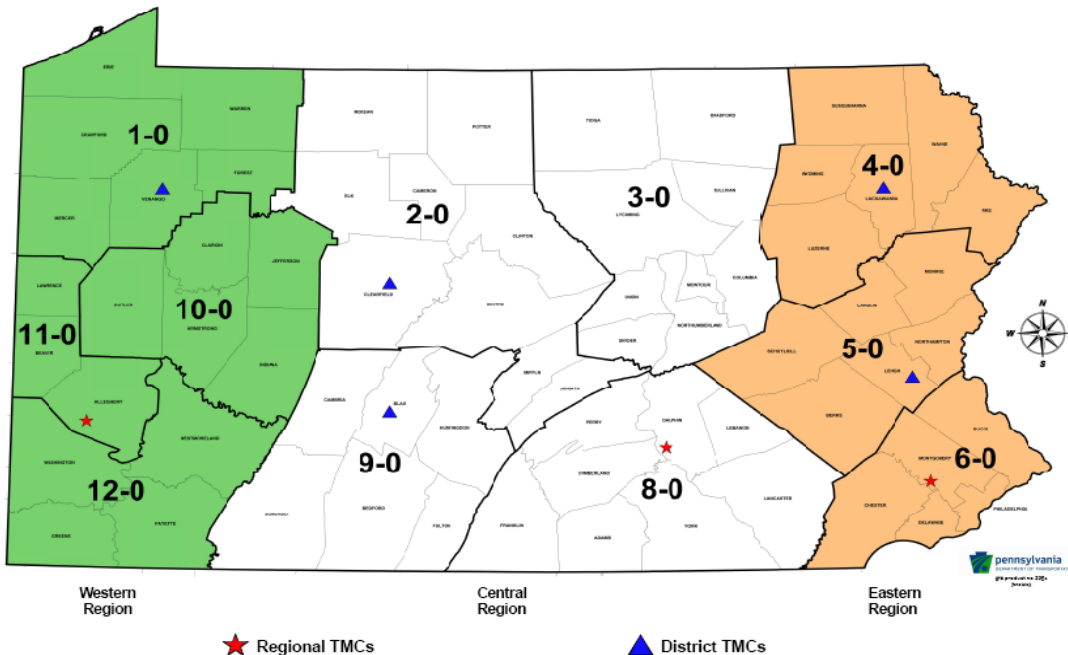
Since the RTMCs operate 24/7, oftentimes they are the first PennDOT resource to be notified of an incident. Incident notification can come into the RTMC/TMC in many forms. The RTMCs/TMCs are equipped with various equipment to enhance their situational awareness of any incident that occurs on PA highways:

- PennDOT Workstations
- Multiple Telephones with Multiple Lines
- CCTV/Video Monitors
- 800 MHz Radio Base Station
- Emergency Radio Scanner

Pub 705 outlines TMC tools and minimum requirements in greater detail. RTMC/TMC Staff, monitor CCTV cameras, speed data, 911 radio scanners, weather forecasts, 800 MHz radio communications, RCRS and any other publicly provided roadway information. Pertinent information is relayed to both the public and PennDOT staff.

These tools are critical for incident notification within the RTMC/TMCs and ensures situational awareness 24/7 365 days a year. The utilization of the TMC Incident Notification/Verification Process Flow Chart in Pub

**PennDOT Traffic Management Centers (TMCs)**



705 by field staff can ensure smooth and efficient communications from field operations directly back to the RTMC/TMC.

### 5.3.1. INCIDENT VERIFICATION

Incident verification is crucial to ensuring accurate information is relayed to the public via 511PA, internal stakeholders, and PennDOT's partners. An incident cannot be acted upon until it is verified through a trusted source. The acceptable means of verification are:

- CCTV Camera
- PSP on-scene information
- PennDOT personnel on-scene information

An incident may be acted upon once verified through a reliable source. Reliable sources are developed through relationships that have been built from prior experiences. Some examples of those reliable sources include:

- Local Law Enforcement
- Local Fire Department
- County Emergency Management

As field staff gathers additional information about the incident conditions, this information shall be relayed to the RTMC/TMC in a timely fashion. RTMC/TMC operators will take this information and update conditions in RCRS and coordinate any available ITS devices in support of field operations.

#### 5.3.1.1. VERIFICATION THROUGH CCTV

The RTMC/TMC staff is constantly monitoring the roadways for incidents as part of their normal operations. Indicators of a potential incident can include, but are not limited to the following:

- Slowing traffic – This could be the result of debris on the roadway, a disabled vehicle, something happening off the roadway, something in the opposing lane, etc.
- No traffic in field of view – On roadways that have normal flow of vehicles, a prolonged period with no traffic in either direction or both could be

caused by an incident upstream from the current field of view.

- Emergency vehicle movement – When emergency vehicle are traveling with lights on, the RTMC/TMC staff follow as best they can to determine if the incident the emergency vehicle is responding to is on a PennDOT roadway.

When one of the above items is noticed by the RTMC/TMC staff, operators will scan the roadway upstream and downstream of the location in an attempt to verify the cause and extent of the situation.

CCTV video is viewable on the Video Sharing Portal and 511PA. This information can be accessed by County Maintenance Offices to remotely monitor traffic conditions. County staff should evaluate incidents in RCRS to determine if nearby work zones established through PennDOT maintenance activities should be modified to facilitate detour routes or lessen impacts to motorists.

### 5.4. RTMC/TMC INCIDENT RESPONSE

District protocols will dictate RTMC/TMC response for ITS and RCRS functions.

The RTMC/TMC staff must identify these types of incidents to ensure PennDOT can respond quickly when needed, such as:

- The queue caused by the incident is significant enough to warrant PennDOT response
  - » Will motorists be detained in the trapped queue for greater than 2 hours, highway damage or debris impacting safe passage of the highway, secondary traffic incidents are occurring throughout the queue?
- The need to detour traffic around an incident
  - » PennDOT should be involved anytime traffic is diverted around an incident on a state road. Although a formal PennDOT response may not be necessary, the County should be notified that traffic is being detoured onto other roadways due to an incident.

RTMC/TMC personnel are also responsible for coordinating the PennDOT response with 911



Centers, PSP Dispatch, and other RTMC/TMCs. When operators receive information that Department forces are needed for an incident, the RTMC/TMC staff will contact either the County office or the after-hours County emergency contact.

### 5.5. RTMC/TMC INCIDENT COMMUNICATIONS

District Incident Management Coordinators or County Maintenance Managers are to ensure their RTMC/TMC is provided with an accurate and up to date roster of emergency contacts.

The RTMC/TMC acts as an information hub for PennDOT by ensuring timely and accurate communications during incident response. This is accomplished by county field staff reporting conditions to the RTMC/TMC. To further assist field staff in the capture of information to be conveyed to the RTMC/TMC for the purpose of updating RCRS, the TMC-100 Incident Reporting Form is available at "P:\Traffic Operations\Common Forms\TMC-100 Incident Reporting Form.pdf" or Pub 911B Appendix F.

Field staff shall provide and update information, both for entry into RCRS and situational awareness as timely as possible. General guidance for information includes:

- Location of the incident
  - » Segment of highway and direction of travel impacted. Segments are defined as:
    - \* Mile marker or
    - \* Between Intersections (on roadways that do not have mile markers) or
    - \* A "begin point" and an "end point" for full closures or
    - \* General description using landmarks, which should supplement the information in the above bullets but should not be the only information provided.
- Current situation
  - » Status of Roadway
  - » Types & status of vehicles involved

- » If a fatality is apparent
- » Length of queue/trapped queue
- » Estimated time to clean up
- » Apparent damage to infrastructure
- » Hazardous materials involved
- » Presence of Media
- Detour information
  - » Location of detour
  - » Effectiveness of detour
- Potential duration of closure or time to re-establish single lane restriction
- Other information
  - » Anything else pertinent to RTMC/TMC coordination and PennDOT response to the incident.

There will be instances when the RTMC/TMC should call the County Radio Room or on call management staff, even if there is no request for response. This should occur when high volume traffic routes have excessive traffic queues from non-reoccurring congestion or local detours are ineffective. County management staff will determine if investigation into the conditions based on the information provided by the RTMC/TMC operator is necessary.

### 5.6. INTELLIGENT TRANSPORTATION SYSTEM (ITS) DEVICE USAGE

The RTMC/TMC provides public information on both interstate highways and secondary roadways through the use of ITS devices such as Dynamic Messaging Signs (DMS) and/or Highway Advisory Radio (HAR.) When an incident is confirmed by field staff, the RTMC/TMC will utilize appropriate means to communicate information to the public. In cases where incidents impact contiguous states, the RTMC/TMC will reach out to those states for additional support in communicating information to the motoring public. To protect the integrity of the information being conveyed to the public, it is imperative that field staff contact the RTMC/TMC with situation updates as the incident escalates or de-escalates. Updates should be communicated every





half hour, even if the update is that the situation has not changed.

RTMC/TMC operators that input highway advisory messages will refer to guidance outlined in the Dynamic Message Signs Operating Standards. Precise information from the field pertaining to the traffic queues, detour routes and estimated time to re-open are necessary for RTMC/TMC operators to determine how far away from an incident to activate ITS devices and also the message necessary to divert or notify traffic of closures.

### 5.7. GLOBAL DETOURS

Global Detour Routes are large scale workarounds that can be implemented when there is an expected closure on an interstate that will last in excess of 2 – 4 hours. These detour routes are coordinated with our contiguous states, across regions within the Commonwealth, and across multiple Districts and/or Counties. The goal of the Global Detour Route is to remove main line traffic from an interstate on which a major incident has occurred, put that traffic flow onto a route that can handle the increased traffic capacity, and get the traveling public to their destination with minimal confusion and loss of time.

The maps that outline each of the available global detour routes can be found in Pub 911B Appendix B Global Detour Routes. A particular section of interstate is addressed on a series of three maps. The first and second maps are for a specific traffic direction (map #1 is for the west bound traffic and map #2 is for the east bound traffic). These two maps are designed for maintenance personnel and include a maintenance checklist and points of contact. Map three is designed for use by the RTMC/TMC as an overview of both traffic directions. This map includes DMS and HAR message plans to assist RTMC/TMC operators. Included on all three maps are time estimates for each segment detour. The time estimate tool should factor heavily in the decision making process for implementing the detour. This decision to implement should be made with the best information available regarding the scenario

at hand, as well as a discussion on behalf of the Counties involved, the RTMC/TMC and Area Command.

The introduction of Global Detour Routes into PennDOT's model of incident response increases the need for interaction between RTMC/TMC and the County field personnel during incident response. For this reason it is important that each Highway Foreman have, in their crew-cab, the maintenance maps for highway segments within their area of responsibility. Additionally, each RTMC/TMC, District and County Office must have a copy of the Global Detour plans where their area is affected by diverted traffic. Because Global Detours almost always affect multiple Districts or RTMC/TMC Regions, notifying the appropriate RTMC/TMC and/or County and District Offices where traffic will be diverted is required, even if ITS devices do not need to be activated by those affected Districts. Notification of the pending implementation of a Global Detour allows other Districts to make decisions on staffing and operations that will be affected by the additional traffic on their routes.

Typically the need for a Global Detour will be identified at the site of an incident. However, the RTMC/TMC staff must be proactive in identifying incidents where Global Detours could increase the safety of the motoring public and emergency responders by reducing congestion flowing into a colored detour. When a global detour is deemed necessary, the RTMC/TMC where the incident is located is responsible for coordinating appropriate ITS and 511PA measures.

### 5.8. RTMC/TMC RESPONSIBILITIES DURING ICC ACTIVATIONS

The RTMC/TMC acts as a branch of the Operations and Planning Sections supporting District ICC activations. Its responsibilities during activation are the same as during normal operations plus a few added duties. The additional duties are:

- QA the Road Condition Information and provide any noted discrepancies to the Incident Commander.



- » Conditions are normally entered by the County Radio Room every two hours or as conditions change. The RTMC/TMC utilizes the CCTV cameras along the highways to cross check the data provided by the County Radio Rooms with visible conditions and if necessary instruct the radio rooms to update their information.
- Notify ICC of Traffic Speeds
  - » The RTMC/TMC constantly monitors the traffic speeds in their respective area, and should notify the ICC when conditions arise that may warrant consideration of a speed restriction.

As stated above, the RTMC/TMC acts both as a branch of the Planning Section and Operations Section, because it not only gathers information from the incident, but also provides traveler information to motorists through ITS Devices and 511PA. Its role in monitoring the incidents and providing timely and accurate information to both internal and external partners allows for a common situational awareness at all times during incidents and events.

### 5.9. AMBER ALERTS

As outlined in Pub 23 Chapter 9, an Amber Alert is initiated by a designated Pennsylvania State Police Trooper who contacts PennDOT Central Office.

If there is no vehicle information provided with the Amber Alert:

- DMS will not be activated
- The PennDOT EPLO will contact District 8 with the information provided to update the 511PA website
- The PennDOT EPLO may call the Counties identified in the alert for an advance warning, depending on the amount of information and PennDOT participation in the incident.

If there is vehicle information provided with the Amber Alert:

- The PennDOT EPLO will contact the RTMC in

the affected area for the Amber Alert.

- DMS will be activated with description of the vehicle and registration plate per the Dynamic Message Signs Operating Standards.
- The PennDOT EPLO will contact District 8 with the information provided to update the 511PA website.
- The PennDOT EPLO will call the Counties identified in the alert to provide an advance warning about the alert.

Calls to the RTMC/TMC, District 8, and affected Counties will only be performed by the designated EPLO. RTMC/TMC will update DMS accordingly.

An Amber Alert will last for three hours unless otherwise indicated, and can be renewed or canceled by a State Trooper through communication with the PennDOT EPLO.



