5. TRAFFIC INCIDENT MANAGEMENT

HERO UNIT STUDENT TRAINING MANUAL
ETP UNIT
Student Manual - Section 5
TRAFFIC INCIDENT MANAGEMENT

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H.E.R.O. UNIT  
Student Manual – Section 5  
TRAFFIC INCIDENT MANAGEMENT  

“Work Zone Traffic Control”  

Course Overview  

The purpose of this course is to provide the participants with an understanding of the purpose, requirements, responsibility, design, and placement criteria for traffic control devices at incident scenes and construction/maintenance work zones. The participants will consider the factors which affect device placement and how to determine the appropriate taper length and spacing between devices.
H.E.R.O. UNIT
WORK ZONE TRAFFIC CONTROL

I. Introduction

A. Terms and Definitions
B. Purpose of Traffic Control Devices
   1. Direct
   2. Guidance
   3. Navigation
C. Requirements of Traffic Control Devices
   1. Fulfill a need.
   2. Command attention.
   3. Convey a clear, simple meaning.
   4. Command respect of road users.
   5. Give adequate time for proper response.
   6. Five considerations to insure requirements are met:
      a. Design
      b. Placement
      c. Operation
      d. Maintenance
      e. Uniformity
D. Responsibility for Traffic Control Devices
   1. State Government
   2. Local Jurisdictions
E. Keys for Effective Traffic Control Devices and Their Application
   1. Standardization
   2. Simplicity (K.I.S.S.)
   3. Consistency
F. Types of Traffic Control Devices

1. Warning Signs
2. Channelizing Devices
3. Temporary Barriers
4. Pavement Markings
5. Lighting
6. Arrow Boards
7. Special Devices

II. Elements Of A Temporary Traffic Control Zone

A. Advance Warning Area

1. Urban
2. Rural

B. Transition Area

C. Activity Area

1. Work Space
2. Traffic Space
3. Buffer Space

D. Termination Area

III. Warning Sign Series

A. Purpose
B. Placement
C. Spacing

IV. Tapers

A. Types of Tapers

1. Upstream

   a. Merging Taper
   b. Shifting Taper
   c. Shoulder Taper
   d. Two-way Traffic Taper

2. Downstream

   a. Termination Taper
B. Determining Taper Lengths
   1. Formula
   2. Conditions
   3. Speed
   4. Traffic Volumes

V. Channelizing Devices

A. Traffic Cones
   1. Cone Design
   2. Cone Application

B. Tubular Markers
   1. Design
   2. Application

C. Vertical Panels
   1. Design
   2. Application

D. Drums
   1. Design
   2. Application

E. Barricades
   1. Design
   2. Application

F. Other Channelizing Devices

VI. Installing and Removing Traffic Control Devices

A. Installation Sequence
B. Removal Sequence

VII. Incident Management Situations
A. Definition
B. When to install control devices
   1. Short duration incidents
   2. Major roadway incidents
C. How to install control devices at incidents

See Typical Applications for Incident Management Situations

VIII. Conclusion

Traffic Control Outline Title:

Human Factors and Traffic Control

I. Introduction

II. Three Basic Elements Of A Highway Transportation System
   A. Roadway
   B. Vehicle
   C. Driver

III. Controllable Elements
   A. Roadway
      1. Planned
      2. Designed
      3. Constructed
      4. Operated/Maintained
   B. Vehicle
      1. Legislation
      2. Vehicle Inspections
IV. Uncontrollable Element

A. Driver

1. Driver must contend with:
   a. Traffic
   b. Traffic controls
   c. Environment

2. Driver’s task
   a. Be observant
   b. Monitor
   c. Make decisions
   d. Take action

3. Driver error
   a. Major cause of accident
   b. Contributing factors

V. Traffic Controls And The Driver

A. Traffic controls must provide:

1. Clear, concise information
2. Repeat the information (Be redundant)
3. Give adequate advance warning
4. Avoid unexpected situations

VI. Conclusion

Traffic Control Outline Title:
Traffic Control Devices and Liability

I. Introduction

II. Tort Actions

A. Definition

III. Three Elements For Tort Action
A. Defendant's legal duty
B. Defendant's failure to perform
C. Plaintiff's damage

IV. Sovereign Immunity

A. Definition
B. State's responsibility
C. Employee's responsibility

V. Potential Targets Of Law Suits

A. Federal Government
B. The State
C. Government Officials
D. Contractors
E. Utility Companies
F. Personnel/Employees

VI. Protection From Liability

A. Know and Comply
   1. MUTCD
   2. Section 150-Traffic control
   3. Incident management SOP's

B. Provide proper control devices
C. Document actions
D. Inspect
E. Protect

VII. Conclusion
H.E.R.O. UNIT
Student Manual – Section 5
TRAFFIC INCIDENT MANAGEMENT

“Work Zone Traffic Control”
Exam
H.E.R.O. UNIT
Work Zone Traffic Control
EXAMINATION

STUDENT NAME________________________________DATE________________

EXAM SCORE________________

Check ✓ appropriate answer:

   □ True    □ False

2. The purpose of traffic control devices is to Direct, Guide, and Assist the motorist in navigating his/her vehicle around and through work zone and incident management situations.
   □ True    □ False

3. A "Traffic Queue" is a line of vehicles waiting in a back up, as a result of congestion, road construction and/or an incident.
   □ True    □ False

4. Those hours when the highest number of vehicles are found to be traveling a given section of roadway is called "Off Peak Hours".
   □ True    □ False

5. One of the requirements of traffic control devices is that they must command attention.
   □ True    □ False

6. Most temporary traffic control work zones are divided into four (4) parts.
   □ True    □ False

7. The keys for effective application of traffic control devices are, standardization simplicity (K.I.S.S.), and consistency.
   □ True    □ False

8. To be effective, a traffic control device should meet 2 basic requirements.
   □ True    □ False
9. Tapers are used to move traffic laterally from one path to another.
   □ True □ False

10. The M.U.T.C.D. provides maximum guidelines for proper traffic controls in a work zone.
   □ True □ False

*Multiple choice check ✓ appropriate answer:

11. What is the formula for calculating minimum taper lengths for a posted speed limit of 45 MPH or greater?
   ___ a. L=WS
   ___ b. L=WS²
   ___ c. L=W-S
   ___ d. L=W²

12. What is the formula for calculating minimum taper lengths for a posted speed limit of 40 MPH or less?
   ___ a. L=WS
   ___ b. L=WS²
   ___ c. L= WS²/60
   ___ d. none of the above

13. At a work zone where the lateral shift was 12 ft and the posted speed limit is 55 MPH, what would be the minimum taper length?
   ___ a. 600 ft
   ___ b. 800 ft
   ___ c. 660 ft
   ___ d. 540 ft

14. Some of the conditions that may affect the placement & spacing of traffic control devices are:
   ___ a. Curvature of the roadway (vertical & horizontal alignment)
   ___ b. Time of day and traffic volumes
   ___ c. Weather conditions
   ___ d. all of the above

15. There are two types of tapers:
   ___ a. long & short
   ___ b. vertical & horizontal
   ___ c. upstream & downstream
   ___ d. inside & outside
16. A termination taper, when used, should be a minimum length of:
   _____ a. 200 ft
   _____ b. 100 ft
   _____ c. 500 ft
   _____ d. 300 ft

17. During an incident management situation, when should the installation of more permanent traffic control applications be considered?
   _____ a. Never
   _____ b. If clean-up & removal will take longer than 1 hour
   _____ c. If it is in the best interest of the incident victims, motorists, emergency service personnel, and to protect the incident site.
   _____ d. b & c

18. The primary function of traffic control devices at an incident management scene is to:
   _____ a. make the unit look good
   _____ b. keep the operators busy by putting out traffic control devices
   _____ c. protect the victims, the scene, other emergency service personnel and to move road users safely and expeditiously past or around the incident.
   _____ d. none of the above

19. Properly placed traffic controls at incident sites can reduce the likelihood of...
   _____ a. being reprimanded by the safety officer
   _____ b. secondary crashes
   _____ c. receiving a citation
   _____ d. none of the above

20. What are the primary traffic control devices of the ETP operator?
   _____ a. signs and barricades
   _____ b. barrier wall and traffic drums
   _____ c. traffic cones, arrow board, warning lights, flares, PA/Siren system
   _____ d. none of the above
“Traffic Incident Management”

Course Overview

The purpose of this course is to introduce the ETP trainee to traffic incident management as a means to enhance highway safety; reduce the duration of an incident and to assist disabled motorists.
ETP UNIT
WHAT IS TRAFFIC INCIDENT MANAGEMENT?

I. OVERVIEW

Responding to traffic incidents is not new, but managing incidents in an effective, efficient manner is a relatively new concept. By managing incidents we are able to expedite the clean-up and removal of incidents and lessen the impact on traffic flow.

II. PURPOSE

The purpose of this course is to introduce the participants to incident management as a means to enhance highway safety; reduce the duration of an incident and to assist disabled motorists.

III. TRAFFIC INCIDENT MANAGEMENT DEFINED

Webster's Dictionary defines Incident Management as:

Incident: “an event, occurrence or interruption of procedures”
Management: “to direct or control something or someone”

IDOT defines “Incident Management” as:

An incident is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.

Management: is the ability and technique to control an incident through Detection, Response, Verification and Clearing of the roadway.

IV. DEFINITIONS

- Incident
  Is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.

- Detection
  Determination that an incident, of some nature, indeed has occurred.

- Response
  The reaction to a reported incident for the purpose of verification and management of the incident.
o Verification

_Determination of the precise location and nature of the incident._

o Removal/Clearing

_Removal of wreckage, debris, spilled materials, etc., from the roadway and restoring the roadway capacity to its pre-incident condition._

V. THE 2 CATEGORIES OF INCIDENTS

- **Predictable**
  - Maintenance Activities
  - Construction
  - Special Events (major traffic generators)
  - Planned Events

- **Unpredictable**
  - Accidents
  - Stalled Vehicles
  - Weather
  - Bridge, Roadway, Sign (collapse or failure)

VI. WHEN ARRIVING AT AN ACCIDENT SCENE

_Remember: I.F.S.T.A._

- I _Identify_
- F _Formulate objectives_
- S _Select desired plan of action_
- T _Take action_
- A _Analyze_

VII. SUMMARY

_Incident Management is a program designed to detect and remove incidents and restore traffic capacity as safely and as quickly as possible._
“Traffic Incident Management” Exam
H.E.R.O. UNIT
Traffic Incident Management
EXAMINATION

STUDENT NAME_______________________________________DATE_____________________

EXAM SCORE________________________

Check ✓ appropriate answer:

1. A traffic incident, is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.
   □ True   □ False

2. Management, is the ability and technique to control an incident through Detection, Response, Verification, and Clearing of the roadway.
   □ True   □ False

3. There are two categories of incidents.
   □ True   □ False

4. Incident Management is a means to enhance highway safety; reduce the duration of an incident and assist disabled motorists.
   □ True   □ False

5. The primary responsibility of the ETP Unit is Incident Management.
   □ True   □ False

Multiple choice check ✓ appropriate answer:

6. The reaction to a reported incident for the purpose of verification and management of the incident is known as:
   _____a. verification
   _____b. response
   _____c. management
   _____d. reaction

7. Determination of the precise location and nature of the incident is known as:
   _____a. response
   _____b. detection
   _____c. verification
   _____d. notification
8. Removal of wreckage, debris, spilled materials, etc., from the roadway and restoring the roadway capacity to its pre-incident condition is known as:
   _____ a. verification
   _____ b. response
   _____ c. detection
   _____ d. removal/clearing

9. Which are the categories of incidents?
   _____ a. large & small
   _____ b. major & minor
   _____ c. special & ordinary
   _____ d. predictable & unpredictable

10. When you are the first responder to arrive at the scene of an incident, you should apply the techniques outlined by the following acronym:
    _____ a. S.L.O.W.
    _____ b. F.I.R.T.
    _____ c. A.M.E.N.
    _____ d. I.F.S.T.A.
“Traffic Management”

Course Overview
This course is designed to provide a brief explanation of —Traffic Management—, as it relates to Incident Management.
ETP UNIT
TRAFFIC MANAGEMENT

I. OVERVIEW

This course is designed to provide a brief explanation of the meaning of "Traffic Management", as it relates to Incident Management.

II. WHAT IS TRAFFIC MANAGEMENT?

It is the application of traffic control measures in the area of an incident.

III. TRAFFIC MANAGEMENT INCLUDES:

- Lane closures and openings (setting up traffic control for lane closures & detours).
- Establishing and operating alternate routes.
- Diversions
- Parking of emergency vehicles and equipment.
- Ensuring the safety of the victims, motorist, and emergency personnel.
- Clearing the roadway and removing traffic control.

*Remember: As ETP operators we must consider traffic, not just from the perspective of how traffic affects the incident, but also how the incident affects traffic.*

Note: Traffic Management is the application of traffic control measures at the incident site and on facilities affected by the incident.

IV. GOALS OF TRAFFIC MANAGEMENT

- Minimize traffic disruption
- Protect the victims
- Maintain a safe work area for responders
- Protect the scene

V. TECHNIQUES TO IMPROVE TRAFFIC FLOW

- Establish traffic control at the scene
- Manage the roadway space
- Deploy appropriate personnel to assist in managing traffic
- Remove traffic controls and re-open lanes, as soon as practical

VI. SUMMARY

The use of traffic management at an incident site is typically exercised through the use of the emergency warning lights, arrow boards, and temporary traffic control devices. This process typically improves traffic flow stability, safety and minimizes the impact of an incident on traffic congestion.
“Traffic Management”
Exam
H.E.R.O. UNIT
Traffic Management
EXAMINATION

STUDENT NAME__________________________DATE________________
EXAM SCORE________________

Check √ appropriate answer:

1. Traffic Management is directly associated with Incident Management.
   □ True    □ False

2. Traffic Management is the application of traffic control measures in the area of an incident.
   □ True    □ False

3. Traffic Management includes the parking of emergency vehicles at the incident site.
   □ True    □ False

5. Proper traffic management will determine how smoothly and safely traffic flows through the incident area.
   □ True    □ False

Multiple choice check √ appropriate answer:

6. As ETP operator’s, we must consider traffic, not just from the perspective of how traffic effects the incident, but also how the incident affects...
   _____ a. the Department
   _____ b. media
   _____ c. the traffic
   _____ d. none of the above

7. What are some of the goals of Traffic Management?
   _____ a. minimize traffic disruption
   _____ b. protection of the victims
   _____ c. maintain a safe work area for responders
   _____ d. protect the scene
   _____ e. all of the above
8. Techniques to improve traffic flow.
   _____ a. establish traffic control at the incident scene
   _____ b. manage roadway space
   _____ c. remove traffic control and re-open roadway
   _____ d. all of the above

9. Traffic Management at an incident site is typically exercised through the use
   of:
   _____ a. emergency warning lights
   _____ b. arrow boards
   _____ c. traffic cones or flares
   _____ d. law enforcement officer
   _____ e. all of the above

10. Effective traffic control will improve:
    _____ a. road rage
    _____ b. driver concentration
    _____ c. van pooling
    _____ d. traffic flow stability, safety and minimize the impact of an incident on
        traffic congestion
“Human Factor & Traffic Controls”
Course Overview

This course is designed to provide the ETP trainee with information concerning the role that Human Factors play, as it relates to the use of traffic controls and devices.
ETP UNIT
HUMAN FACTOR and TRAFFIC CONTROLS

I. OVERVIEW

This course is designed to provide the ETP operator with information concerning the role that Human Factors play, as it relates to the use of traffic controls.

II. INTRODUCTION

This course will look at various elements and how they affect the Human Factor, in this case, the Driver of a vehicle.

*We will define & discuss:*

- The human factor
- Elements of the human factor
- The highway system
- The environment
- The driver
- The importance of proper traffic controls

III. HUMAN FACTOR DEFINED

Human Factors is the application of relevant information about human characteristics and behavior to the design of objects, facilities, and environments that people use.

IV. ELEMENTS OF THE HUMAN FACTOR

*Attitude*
*Habits*
*Capabilities*

V. DRIVER ATTITUDE

- Anger
- Grief
- Joy
- Anxious

*Note: all of these emotions can affect the way a driver operates his/her vehicle.*

VI. DRIVER HABITS

- People are creatures of habit
- People don’t change habits easily
- Traffic controls can violate a driver’s expectancy

VII. DRIVER CAPABILITIES
ATTITUDE, HABITS, AND CAPABILITIES

All of these elements affect how the motorist will react to traffic controls.

VIII. ELEMENTS OF THE HIGHWAY SYSTEM

Roadway
Vehicle
Driver

IX. THE HIGHWAY SYSTEM

Roadway is:
  o Planned/Design
  o Constructed
  o Operated
  o Maintain

X. THE VEHICLE

Vehicle is:
  o Designed – with built-in safety features (seatbelts, air bags, anti-lock brakes, etc.)
  o Crash tested

XI. THE DRIVER (HUMAN FACTOR)

  o Is required by law to have a driving permit or license
  o Required by law to carry insurance
  o Is monitored by law enforcement
  o May receive citations, be fined, license suspended, etc.
  o May lose driving privileges

BUT...When it comes down to it... We, as ETP operators, have very little or no control over this element-the driver.

  o We can’t drive for them
  o We have to accept them as they are
  o They are the most dangerous element of all
XII. THE DRIVER’S VIEW POINT

He or she has to contend with:

- Traffic - vehicles and pedestrians
- Traffic Controls – Traffic signals, warning signs, regulatory signs, construction signs and devices, etc.
- Environment – Rain, snow/ice, sunshine, nighttime

XIII. THE TASK OF THE DRIVER

- Must observe (other vehicles, weather, traffic controls, etc.)
- Monitor (operations of their vehicle, speed, steering, flow of traffic, braking, etc.)
- Make decisions (may not always be the right one...that’s the Human Factor!)
  on average a driver makes 1 to 3 decisions per second.
- Take action (apply brakes, steer right/left, sound the horn, accelerate, etc.

NOTE: in some ways a Driver is like a computer:

- Always collecting information
- Processing data or information
- Consistently making decisions
- Requesting and taking action

But Unlike Computers:

- Drivers are constantly making errors and then having to take action to compensate for them.
- However, most driver error can be corrected by turning the steering wheel, applying brakes or accelerating.

REMEMBER: While human error is the main cause of vehicle accidents, there are other factors which contribute to the occurrence of accidents and traffic controls can be a contributing factor.

XIV. CONTRIBUTING FACTORS IN CRASHES/ACCIDENTS

- Improper traffic control devices
- Improper placement of traffic control devices
- Insufficient advance warning signs
- Parking the ETP vehicle in a blind spot (not visible to on coming traffic)

REMEMBER:

- Drivers make mistakes, at times, due to inadequate information
- It is important to remember, that drivers make their own decisions based on information that is available to them
- Those who are responsible for traffic control must work with drivers and their driving tendencies

XV. TRAFFIC CONTROLS SHOULD BE:
- Clear and concise
- Redundant (repeat information)
- Provide adequate advance warning
- Avoid unexpected situations
- The best traffic control offers no surprises

**XVI. SUMMARY**

Human Factor is an important factor and much consideration must be given in order to **safety** navigate motorists through and around work zones and incident management situations.
“Human Factor & Traffic Controls”

Exam
H.E.R.O. UNIT
Human Factor and Traffic Controls
EXAMINATION

STUDENT NAME__________________________

DATE_____________ EXAM SCORE___________

Check ✓ appropriate answer:

1. People are creatures of habit.
   □ True    □ False

2. People don’t change habits easily.
   □ True    □ False

3. Traffic controls can not violate a driver’s expectancy.
   □ True    □ False

4. Human error is the major cause of vehicle accidents.
   □ True    □ False

5. Human factor is the application of relevant information about human characteristics and behavior to the design of objects, facilities, and environments that people use.
   □ True    □ False

Multiple choice check ✓ appropriate answer:

6. There are three elements which make up the human factor.
   _____ a. body, soul, spirit
   _____ b. intellect, mind, reason
   _____ c. attitude, habits, capabilities
   _____ d. forethought, reflections, determination

7. Driver attitude can be affected by:
   _____ a. Anger
   _____ b. Grief
   _____ c. Joy
   _____ d. anxious
   _____ e. all of the above
8. Youth, old age, physical limitations, and DUI, are elements of the human factor that effect:
   _____ a. capabilities
   _____ b. determination
   _____ c. commitment
   _____ d. dedication

9. The Highway System is made up of three basic elements:
   _____ a. concrete, asphalt, and shoulders
   _____ b. signs, markings and guard rail
   _____ c. roadway, vehicle, driver
   _____ d. speed, curvature, super elevation

10. Of all the elements, which element do we have the least control over?
     _____ a. vehicle
     _____ b. highway
     _____ c. driver
     _____ d. none of the above
“Tort Liability & Traffic Controls”

Course Overview

This course is designed to provide the ETP trainee with information on tort liability & traffic control and guidelines to protect themselves from liability.
ETP UNIT
TRAFFIC CONTROL & TORT LIABILITY

I. OVERVIEW

This course is designed to provide the ETP operator with information on tort liability &
traffic control and guidelines to protect themselves from liability.

II. PURPOSE

To emphasize to the IDOT employees, the importance of performing their duties using
the methods and techniques as they were trained.

III. INTRODUCTION

We as ETP operators, DOT employees, or as just human beings, have an obligation to
our fellow man to perform our duties as safely as possible.

IV. OUR OBLIGATION

- It’s a moral obligation
- An obligation of duty
- As ETP operators, we have a duty to at least minimize the chance or
  probability of injury to our fellow man.
- We have a duty to maintain & provide our roadways in a safe condition, so as
  not to expose motorists to undue hazards
- While we can’t protect motorists from all hazards, we should strive to at least
  minimize those hazards
- When existing hazards cannot be eliminated, there is a duty to warn motorists
  of the potential hazard

V. BASIC DEFINITIONS

**TORT**

"A wrongful act, not including breach of contract or trust, that results in injury to another
person’s property or the like and for which the injured party is entitled to compensation."

**NEGLIGENCE**

"An act or omission within the scope of the duties of an individual, agency, or
organization that leads to the harm of a person or of the public; the failure to use
reasonable care in one’s actions."
ORDINARY CARE

"Courts base settlements on the level of care that a reasonably experienced and prudent professional or other individual would have taken in the same or a similar event or action. This level of care is referred to as "ordinary care".

SOVEREIGN IMMUNITY

"Traditionally, under the doctrine of Sovereign Immunity, a local government was immune from tort liability for damages or injury caused by the municipality’s negligent violation of another person’s right’s." (they couldn’t be sued)

VI. LEGAL ACTION

Can legal action be taken against a Government Agency today?

YES!

Government agencies, contracting individuals who engage in working on our streets and highways, are subject to legal action under the law of Tort Liability.

VII. ELEMENTS OF TORT LIABILITY

- Defendant must have a duty to perform
- Defendant must have failed to responsibly perform his/her duty
- Defendant’s failure (negligence) was directly responsible for the injury or damage
- Plaintiff was not guilty of contributing to the cause of the incident
- Plaintiff incurred damages resulting from the incident

VIII. WHO CAN BE SUED

- Federal Government
- State Government
- County & City Governments
- Contractors
- Government employees
- Utility companies
- Individual workers
- Almost anyone

IX. GOVERNMENT POLICIES

Government once said, “You can’t sue the government, you’d be suing yourself, since you are a taxpayer.”

BUT...This doctrine of Sovereign Immunity has under gone considerable erosion over the past years and very few States now adhere to this practice. States have different policies now.
o Some States are now compensating victims for negligence resulting in damage
o Many have adopted a policy that allows the Government to give permission for people to sue the State.
o Some States allow individuals to sue under special statues, as approved by legislation

**Illinois Tort Claim Act:**

The Illinois Tort Claims Act waives the state’s sovereign immunity for certain torts committed by its officers and employees acting within the scope of their employment. By waiving sovereign immunity for such torts, the Act makes the State liable for those torts in the same manner as a private individual or entity would be liable under like circumstances. The Act applies only to actions brought in the courts of the State of Georgia and does not apply to actions brought in the courts of the United States.

**X. HOW DO WE PROTECT OURSELVES?**

o Properly install traffic controls at incident sites
o Properly use emergency warning lights and arrow boards
o Perform your duties in accordance with the unit’s standard operating procedures and the techniques learned through the ETP training course and on-the-job-training
o Report damages of roadway items to the TMC (guard rail, attenuator’s, signs, potholes, etc.)
o Keep good records (operator’s daily assist log)
o Use first-aid skills, as per your training level
o Perform your duties as a professional

**XI. SUMMARY**

America is experiencing an increase in tort liability claims, more lawsuits are being filed, legal action is becoming broader in its scope, governments, corporation and professionals are being sued for larger claims. As ETP operators, we must be safety conscious as we perform our daily duties, **we must do our job right!**
H.E.R.O. UNIT
Instructor’s Manual – Section 5
TRAFFIC INCIDENT MANAGEMENT

“Tort Liability & Traffic Control”

Exam
H.E.R.O. UNIT
Tort Liability & Traffic Control EXAMINATION

STUDENT NAME________________________________ DATE_____________________
EXAM SCORE________________

Check √ appropriate answer:

1. We have an obligation to our fellow man to perform our duties as safely as possible.
   □ True    □ False

2. We have a moral obligation, as well as, an obligation of duty.
   □ True    □ False

3. When existing hazards cannot be eliminated we should just forget about it. □ True    □ False

4. Legal action can be taken against a government agency.
   □ True    □ False

5. ETP operators cannot be sued.
   □ True    □ False

Multiple choice check √ appropriate answer:

6. A wrongful act, not including breach of contract or trust, that results in injury to another person's property or the like and for which the injured party is entitled to compensation is known as a:
   _____ a. legal brief
   _____ b. tort
   _____ c. subpoena
   _____ d. rite

7. An act or omission within the scope of the duties of an individual, agency or organization that lead to harm of a person or of the public; the failure to use reasonable care in one's actions is known as:
   _____ a. tort
   _____ b. carelessness
   _____ c. negligence
   _____ d. a mistake
8. Who can be sued?
   _____a. state government
   _____b. contractors
   _____c. individual workers
   _____d. all of the above

9. How can we protect ourselves from liability?
   _____a. quick working
   _____b. perform your duties in accordance with the unit’s SOP’s and training techniques.
   _____c. have a good lawyer
   _____d. none of the above

10. What can we do at incident sites to make the incident safer for all involved?
    _____a. properly install traffic control
    _____b. use emergency warning lights and arrow board
    _____c. use PA/Siren system, accordance with unit policy
    _____d. all of the above
6. RESCUE OPERATIONS
1. Incident Protocol – Medical Assistance
   - Course Overview
   - Instructor’s Training Notes
   - Visual Aid – See “Incident Protocol-Medical Assistance” PowerPoint presentation
   - Exam
   - Answer Key

2. Incident Protocol – Hazardous Materials
   - Course Overview
   - Instructor’s Training Notes
   - Exam
   - Answer Key

3. Crash Victim Extrication
   - Course Overview
   - Lesson Plan & Exam provided by Contract Source

4. First Responder – Hazardous Materials
   - Course Overview
   - Lesson Plan & Exam provided by Contract Source

5. First Responder – First Aid
   - Course Overview
   - Lesson Plan & Exam provided by Contract Source
“Incident Protocol-Medical Assistance”

Course Overview

This course is designed to establish sequence protocol for the ETP operator accessing an incident with possible injuries AND their responsibility for rendering aid to the victims.
ETP UNIT
INCIDENT PROTOCOL – MEDICAL ASSISTANCE

I. OVERVIEW

This course is designed to establish sequence protocol for the ETP operators concerning their responsibility for providing first-aid to victims injured in motor vehicle accidents.

II. FIRST RESPONDER

UPON ARRIVAL AT THE SCENE:

- Notify the Communication Center dispatcher that you have arrived on the scene
- Establish command
- Evaluate the scene
  Before approaching the victim(s), make certain that you will be in no danger while working with the injured. If there is a hazard, make sure you can control it before you approach the victims. If you cannot control the hazard, wait for backup assistance to arrive.
- Protect the scene
- Ask, is anyone injured?
- Provide the Communication Center dispatcher with specific details of the incident and request appropriate assistance / back up
- Administer first-aid
  Use the gear that is appropriate for the situation and that you are required to wear (reflective safety vest, eye protection, gloves, PPE, etc.) REMEMBER: Do ONLY what you have been trained and certified to do! Legally and ethically you are limited by your training level. If you attempt to act beyond your training, you may injure yourself, cause harm to the patient, or add to the extent of the incident.

III. MANAGING AN INCIDENT WITH INJURIES

Be prepared:

- Have proper training, tools, and equipment
- Proper medical supplies
- Non medical supplies (PPE, blanket, window punch, seatbelt cutter, etc.)
- Check equipment and supplies (warning lights, arrow board, P/A system, traffic cones, haz-mat booms, etc.)
IV. RESPONSIBILITIES AT THE SCENE

- Make sure the scene is safe
- Evaluate the situation
- Gain access to victims
- Freeing trapped victims
- Evaluating victims and providing care
- Assist EMS as needed upon their arrival
- Managing & Monitoring traffic flow at the scene

V. EVALUATING THE TRAUMA PATIENT

Evaluate mechanism of injury, if SIGNIFICANT:

- Interview family / bystanders
- Check for adequate breathing & serious bleeding
- Perform rapid trauma assessment

Evaluate mechanism of injury, if NOT SIGNIFICANT:

- Interview patient
- Assess for life threatening problems
- Check vital signs

General Patient Evaluation

Primary Survey:

- Evaluate the Airway
- Evaluate the Breathing
- Evaluate the Circulation

Secondary Survey:

- Obtain vital signs
- Perform a problem specific physical examination
- Obtain history

Assessment Summation

- Consider information from the primary and secondary surveys
- Determine patient's primary problem
- Proceed to the appropriate treatment protocol
- Administer First-Aid

VI. RELINQUISING RESPONSIBILITY
When the EMS arrive on the scene, provide them with all the information you have gathered concerning the injured. Offer your assistance, if not needed, hand off to the EMS for further patient care and transporting.

Notify the Communication Center that other emergency services have arrived on the scene and that you have relinquished the care of the injured to the EMS personnel.

Continue to keep the Communication Center dispatcher informed, as to the status of the incident.

When the incident is cleared and all lanes are open, notify the Communication Center, fill out the daily assist log, and return to your assigned route and continue patrolling.

VII. SECONDARY RESPONDER

- Notify the Communication Center dispatcher that you have arrived on the scene
- Advise the dispatcher as to which emergency service units are present on the scene
- Start traffic management (protect the scene with traffic controls)
- Assist other agencies as needed

VIII. SUMMARY

Remember: every traffic incident will be different and there are no fast rules that will cover every situation. The ETP operator will use this basic protocol for guidance but must also use good judgment and common sense to avoid further injuries to those persons involved, yourself, or a co-worker.

* Limit your actions to your training level.

Do ONLY what you’ve been trained to do, as a ETP Operator!
“Incident Protocol – Medical Assistance”

Exam
ETP UNIT
Incident Protocol-Medical Assistance
EXAMINATION

STUDENT NAME____________________________DATE_____________________

EXAM SCORE____________

Check ✓ appropriate answer:

1. Upon arrival at the scene of an injury incident, the first thing you should do is contact the COMMUNICATION CENTER dispatcher and advise them that you are on the scene.
   □ True   □ False

2. Before approaching the victim(s), you should evaluate the scene for any possible dangers.
   □ True   □ False

3. If traffic is congested and moving slowly at the incident site, it is not necessary for you to wear your reflective safety vest.
   □ True   □ False

4. You should do ONLY what you have been trained and certified to do, never act beyond your training level.
   □ True   □ False

5. One of the responsibilities of the ETP operator is to make sure the incident scene is safe.
   □ True   □ False

Multiple choice check ✓ appropriate answer:

6. As a first responder on the scene you should:
   _____ a. evaluate the scene
   _____ b. protect the scene
   _____ c. ask, is anyone injured?
   _____ d. administer first-aid
   _____ e. all of the above
7. As it relates to first responders, what does PPE stand for?
   _____ a. protective panel equipment
   _____ b. personal protective evaluation
   _____ c. personal protective equipment
   _____ d. personal placement examination

8. As it relates to general patient evaluation, what are the ABC's?
   _____ a. airway, bleeding, concussion
   _____ b. administer, broken, cuts
   _____ c. acute, bruised, compound
   _____ d. airway, breathing, circulation

9. What should the ETP operator do after relinquishing responsibility of the injured, to the EMS?
   _____ a. notify COMMUNICATION CENTER that EMS are on the scene and have assumed patient care
   _____ b. continue Incident and Traffic management
   _____ c. provide the COMMUNICATION CENTER with incident status reports until incident is cleared
   _____ d. all of the above

10. If you arrive at an incident scene, as a secondary responder, what should you do?
    _____ a. notify the COMMUNICATION CENTER dispatcher that you have arrived on the scene
    _____ b. evaluate the scene
    _____ c. provide additional detailed information concerning the incident to the COMMUNICATION CENTER
    _____ d. start traffic and incident management
    _____ e. all of the above
### CPR IN THREE SIMPLE STEPS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. CALL</strong></td>
<td>Check the victim for unresponsiveness. If there is no response, Call 911 and return to the victim. In most locations the emergency dispatcher can assist you with CPR instructions.</td>
</tr>
<tr>
<td><strong>2. BLOW</strong></td>
<td>Tilt the head back and listen for breathing. If not breathing normally, pinch nose and cover the mouth with yours and blow until you see the chest rise. Give 2 breaths. Each breath should take 1 second.</td>
</tr>
<tr>
<td><strong>3. PUMP</strong></td>
<td>If the victim is still not breathing normally, coughing or moving, begin chest compressions. Push down on the chest 1 1/2 to 2 inches 30 times right between the nipples. Pump at the rate of 100/minute, faster than once per second.</td>
</tr>
</tbody>
</table>

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**CONTINUE WITH 2 BREATHS AND 30 PUMPS UNTIL HELP ARRIVES** NOTE: This ratio is the same for one-person & two-person CPR. In two-person CPR the person pumping the chest stops while the other gives mouth-to-mouth breathing.
<table>
<thead>
<tr>
<th>Breathing</th>
<th>Infant CPR</th>
<th>Infant Choking</th>
<th>Choking unconscious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap baby's feet and shout &quot;Are You OK&quot;</td>
<td>Tap baby's feet and shout &quot;Are You OK&quot;</td>
<td>If baby makes no noise, doesn't cry but is trying to, face is turning blue...</td>
<td>Tap baby's feet and shout &quot;Are You OK&quot;</td>
</tr>
<tr>
<td>If alone, yell for help!</td>
<td>If alone, yell for help!</td>
<td>Supporting head, neck, and chest with one arm and baby's face towards floor...</td>
<td>If alone, yell for help!</td>
</tr>
<tr>
<td><strong>Carefully tilt forehead back and lift chin. Open airway only slightly.</strong></td>
<td><strong>Carefully tilt forehead back and lift chin. Open airway only slightly.</strong></td>
<td>Perform up to five (5) back blows. Then, with opposite arm, support head, neck, and back.</td>
<td><strong>Carefully tilt forehead back and lift chin. Open airway only slightly.</strong></td>
</tr>
<tr>
<td>Check breathing for five (5) seconds. Look, listen, and feel.</td>
<td>Check breathing for five (5) seconds. Look, listen, and feel.</td>
<td>Perform up to five (5) chest thrusts using two (2) fingers on baby's chest.</td>
<td>Check breathing for five (5) seconds. Look, listen, and feel.</td>
</tr>
<tr>
<td>Give two (2) slow breaths. Place your mouth over nose and mouth of baby.</td>
<td>Give two (2) slow breaths. Place your mouth over nose and mouth of baby.</td>
<td>Continue cycle of back blows and chest thrusts until baby begins to cry or becomes unconscious</td>
<td>Attempt to give two (2) slow breaths. If they don't go in, reattempt.</td>
</tr>
<tr>
<td>Check for pulse for ten (10) seconds on the inside of upper arm against bone.</td>
<td>Check for pulse for ten (10) seconds on the inside of upper arm against bone.</td>
<td>If baby becomes unconscious, check mouth, give two (2) breaths, give back blows and chest thrusts. Repeat.</td>
<td>Perform back blows and chest thrusts, check mouth, attempt breaths. Repeat.</td>
</tr>
<tr>
<td>Child breathing</td>
<td>Child CPR</td>
<td>Conscious choking</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
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<td>------------------</td>
<td></td>
</tr>
<tr>
<td>Shake victim Very Gently and shout &quot;Are You OK?&quot;</td>
<td>Shake victim Very Gently and shout &quot;Are You OK?&quot;</td>
<td>Ask &quot;Are You Choking?&quot; If child can cough, speak, or breathe, encourage child to cough only. If child cannot speak or breathe...</td>
<td></td>
</tr>
<tr>
<td>Tell someone to call 911. If alone, yell for help!</td>
<td>Tell someone to call 911. If alone, yell for help!</td>
<td>Perform abdominal thrusts until object comes out or until child becomes unconscious.</td>
<td></td>
</tr>
<tr>
<td>Carefully tilt forehead back and lift chin.</td>
<td>Carefully tilt forehead back and lift chin.</td>
<td>If child becomes unconscious, lower to floor, perform unconscious maneuver</td>
<td></td>
</tr>
<tr>
<td>Check breathing for five (5) seconds. Look, listen, and feel.</td>
<td>Check Breathing for Five (5) seconds. Look, listen, and feel.</td>
<td>First look in mouth, and sweep only if you can see object.</td>
<td></td>
</tr>
<tr>
<td>If not breathing, give two (2) slow breaths.</td>
<td>If not breathing, give two (2) slow breaths.</td>
<td>Try to give two breaths, if unsuccessful.</td>
<td></td>
</tr>
<tr>
<td>Check for pulse for ten (10) seconds on neck with two fingers.</td>
<td>Check pulse for ten (10) seconds. If no pulse, start CPR.</td>
<td>Perform up to five abdominal thrusts placing heel of hand below rib cage.</td>
<td></td>
</tr>
<tr>
<td>If pulse present, give one breath every five (5) seconds. If no pulse, start CPR.</td>
<td>Compress chest thirty (30) times and give two (2) breath. Compress with one hand on chest.</td>
<td>Perform mouth sweep only if object is seen and repeat cycle of breaths and thrusts.</td>
<td></td>
</tr>
</tbody>
</table>
PATIENT/VICTIM ASSESSMENT OVERVIEW

Arrive at scene

Scene size-up

Initial Assessment

Determine priority
Transport urgency
Medical direction
Communications

Trauma patient

Evaluate mechanism of injury

Significant

Interview family/bystanders

Examine for signs of hypovolemia

Examine for signs of hypothermia

Perform trauma assessment

Detailed physical exam

Not significant

Interview patient

Medical patient

Evaluate mental status

Unresponsive

Responsive

Interview family/bystanders

Maintain airway, check for airway bleeding

Perform patient-focused history

Examine patient for pain

Monitor vital signs

Hand off to EMS transport

Wrap-up, report, prepare for next response

Ongoing Assessment
ETP UNIT
Student Manual – Section 6
RESCUE OPERATIONS

“Incident Protocol-Hazardous Materials”

Course Overview

This course is designed to provide the ETP operator with established sequence guidelines for the safe response and approach to an incident scene with possible hazardous materials involved.
ETP UNIT
INCIDENT PROTOCOL – HAZARDOUS MATERIALS

I. OVERVIEW

This lesson plan is designed to provide the ETP operator with operational sequence guidelines for the safe response and approach to an incident scene involving hazardous materials.

II. INTRODUCTION

This training will identify protocol for the ETP operator to follow, when they are the first responder at the scene or a secondary responder.

III. SAFETY FIRST

As ETP operators, your first consideration when approaching any emergency scene is your own safety. How can we assure our own safety?

- By following the unit’s standard operating procedures
- Limit your actions to your training level
- Use the proper equipment for the task at hand
- Utilize back up, as needed, to accomplish the task

IV. RISK

There are always risks involved in executing the duties of an ETP operator, however, we must limit those risks and learn what risks they are that we can control before taking action. For Example: The ETP operators have NO control over the chance that a driver, under the influence, could crash into the operator as he/she is providing care and assistance to others at the scene of an incident. We must limit Risk. How do we limit Risk?

- by using proper traffic control techniques and controls
- utilizing emergency warning lights
- using arrow boards to re-direct traffic at the incident sites
- positioning our vehicles to act as a buffer to protect you, the victims, the scene, and other emergency service personnel
V. FIRST RESPONDER TO A HAZ-MAT INCIDENT

- Approach the scene from upwind and uphill, if possible
- Avoid driving in to smoke, visible vapor clouds, and liquid run-off
- Notify the COMMUNICATION CENTER dispatcher that you have arrived on the scene
- Establish command
- Identify the nature of the incident
- Survey the scene
- Provide the COMMUNICATION CENTER with:
  - Exact location: Which lanes are affected?
  - Type and number of vehicles involved
  - Extent of injuries and damage
  - Estimated need for ambulance or other transportation conveyances
  - Request assistance, fire & rescue, law enforcement, haz-mat team, EPA / EPD, ETP back up
  - Towing & recovery
  - Other emergency services
  - Type of materials involved (if possible)
  - Quantity of materials
  - Possibility of contamination
  - Immediate exposure problems

NOTE: Identification may be accomplished by reading labels, placards, shipping papers, etc.

REMEMBER: The ETP unit is not equipped to handle hazardous material chemicals. If you can read a placard from a safe distance without exposing yourself to danger, do so, but if not, wait for the arrival of those that are trained and equipped to handle the situation.

- Attempt to identify and isolate victims
- Begin administering first-aid

Once Fire & Rescue arrives on the scene, relinquish command of the scene to the commander. Provide all information that you have gathered, volunteer your assistance, if not needed; proceed with traffic & incident management.

- Continue to keep the COMMUNICATION CENTER dispatcher informed as to the ongoing progress of managing the incident
- When the incident is cleared and all lanes are open, notify the COMMUNICATION CENTER, fill out the daily assist log, and return to your assigned route and continue patrolling
VI. SECONDARY RESPONDER TO A HAZ-MAT INCIDENT

- Notify the COMMUNICATION CENTER that you have arrived on the scene
- Advise the dispatcher as to which other emergency services are present at the scene and if additional agencies are needed
- Start traffic management (protect the scene with traffic controls)
- Offer to assist the other emergency services
- Request ETP back up, if needed
- Manage & monitor traffic flow at the scene
- Keep the COMMUNICATION CENTER updated as to the incident status
- When the incident is cleared and all lanes open, notify the COMMUNICATION CENTER

- Fill out daily assist log and return to assign route and continue patrolling

VII. SUMMARY

REMEMBER: every incident will be different and there are no fast rules that will cover every situation. The ETP operator will use this basic protocol for guidance but must also use good judgment and common sense to avoid further injuries to persons involved, yourself, or coworkers.