Motorist Assist

**KEY**

<table>
<thead>
<tr>
<th>Pattern</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>= High-Risk Zone</td>
</tr>
</tbody>
</table>

**Note:**
- Vehicle with a flat tire on the travel lane side may be relocated to increase safety while changing the tire.
- Limit time spent in the high-risk zone.
- Do not turn your back to traffic.
- Plan an escape route.
Emergency Temporary Traffic Control Example

- UPSTREAM
- Median

Travel Lane 1

Travel Lane 2

Advance Warning Area
(Place signs well in advance of taper)

Transition Area

Activity Area

Termination Area

= Flagger
Single Car Rollover Off Road
Two Car Crash in Two Lanes
TO STOP TRAFFIC

TO LET TRAFFIC PROCEED

TO ALERT AND SLOW TRAFFIC
### Incident Priorities

<table>
<thead>
<tr>
<th></th>
<th>Save lives:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a. Make safety your first priority.</td>
</tr>
<tr>
<td></td>
<td>b. Preserve the well being of responders, injured persons, and passing motorists.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Stabilize the incident:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a. Set up emergency temporary traffic controls.</td>
</tr>
<tr>
<td></td>
<td>b. Prevent secondary crashes by warning approaching traffic.</td>
</tr>
<tr>
<td></td>
<td>c. Practice safe, quick clearance; move crash vehicles as soon as permitted.</td>
</tr>
<tr>
<td></td>
<td>d. Follow agency policy for scene preservation to protect evidence when necessary.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Protect property and the environment:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a. Contain spilled vehicle fluids to limit environmental damage</td>
</tr>
</tbody>
</table>

### Haz-Mat Safety Checklist

- Notify dispatch immediately upon detection of an unidentified or placarded cargo spill.
- Approach incident cautiously, from **upwind**.
- Stay clear of hazardous cargo and the spill as well as any vapors, fumes, or smoke.
- Identify the cargo from placards from a safe distance and update dispatch with the information.
- Check the driver’s condition but only approach and assist if it is safe.

### Push Bumper Checklist

- Check bumper alignment.
- Look for any obstructions.
- Communicate with motorist:
  - What to do
  - Where to go
  - Listen for instructions
- Advise motorist of the following:
  - Steering and brake pedal operation will be harder.
  - Turn key to “on.”
  - Place transmission in neutral and release parking brake.
- Make gentle bumper contact.
- Check traffic.
- Get the motorist’s vehicle in motion and back off.
- Communicate clearly to STOP.
- Set the parking brake on the motorist’s vehicle.
Dear Fellow Driver:

It appears that you are having difficulty with your automobile and although I do not speak (Spanish) (Italian) (French) (German) (Portuguese) or (Creole) I would like to offer my assistance. Please check the appropriate sentence below, so I will know how I may assist you.

___ (1) I am out of gas
___ (2) I have a flat tire and I do not have a spare
___ (3) My engine stopped and I do not know the cause
___ (4) I need a tow truck
___ (5) I need police assistance
___ (6) I need an ambulance
___ (7) I am without any difficulty

---

Cher camarade de route,

Vous semblez avoir des difficultés avec votre voiture. Bien que je ne parle pas français, j’aurais bien voulu vous aider. Veuillez-vous attacher l’attention sur la liste ci-dessous et identifier l’article que vous convient.

___ (1) Je n’ai plus d’essence.
___ (2) J’ai un pneu plat et je n’ai pas des pièces de rechange.
___ (3) Mon moteur est arrêté et j’ignore pourquoi.
___ (4) J’ai besoin d’un camion de remorquage
___ (5) J’ai besoin de l’aide de police
___ (6) J’ai besoin d’une ambulance
___ (7) Je n’ai pas des difficultés

---

Estimado(a) conductor(a):

Me parece que tiene problema con su carro, pero yo no hablo español. Por favor señale lo que necesite para poder ayudarle.

___ (1) Se me acabo el combustible
___ (2) Se me poncho la llanta, y no tengo repuesto
___ (3) Se paro el motor de mi carro y no se que tiene
___ (4) Necesito un camión del remolque
___ (5) Necesito ayuda de la policía
___ (6) Necesito una ambulancia
___ (7) No tengo ninguna dificultad

---

Lieber Autofahrer!


___ (1) Ich bin aus Gas
___ (2) Ich habe einen flachen Reifen und ich habe keinen Ersatzteil
___ (3) Meine Maschine hat aufgehalten und ich weiß die Ursache nicht
___ (4) Ich brauche einen Abschleppen Lastwagen
___ (5) Ich muß Hilfe reglementieren
___ (6) Ich brauche einen Krankenwagen
___ (7) Ich bin ohne irgendeine Schwierigkeit
<table>
<thead>
<tr>
<th>SERVIZIO LIBERO</th>
<th>SERVIÇO LIVRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITALIAN (Italiano)</td>
<td>PORTUGUESE (Portuguese)</td>
</tr>
<tr>
<td>Caro Autista:</td>
<td>Caro Motorista:</td>
</tr>
<tr>
<td>Sembra che stiate avendo difficoltà con la vostra automobile. Non parlo italiano ma vorrei offrire la mia assistenza. Controlli pregio la frase adatta qui sotto, in modo da saprò posso aiutarlo.</td>
<td>Parece que você está tendo a dificuldade com seu automóvel. Eu não falo o português mas gostaria de ajudá-lo. Por favor, leia as sentenças abaixo e indique qual é a mais propria para o seu caso, para que eu possa saber como ajudá-lo.</td>
</tr>
<tr>
<td>__ (1) Sono da benzina</td>
<td>__ (1) Eu estou sem gasolina</td>
</tr>
<tr>
<td>__ (2) Ho una gomma piana e non ho parti di recambio</td>
<td>__ (2) Meu pneu está furado e eu não tenho sobressalentes</td>
</tr>
<tr>
<td>__ (3) Il mio motore bloccato ed io non conoscono la causa</td>
<td>__ (3) Meu motor parou e eu não sei porque</td>
</tr>
<tr>
<td>__ (4) Ho bisogno di un camion di rimorchio</td>
<td>__ (4) Eu preciso de um caminhão do reboque</td>
</tr>
<tr>
<td>__ (5) Ho bisogno dell'assistenza della polizia</td>
<td>__ (5) Eu preciso de ajuda da policia</td>
</tr>
<tr>
<td>__ (6) Ho bisogno di un'ambulanza</td>
<td>__ (6) Eu preciso de uma ambulância</td>
</tr>
<tr>
<td>__ (7) Sono senza alcuna difficoltà</td>
<td>__ (7) Eu não preciso de ajuda</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERVICE LIBRE</th>
<th>ADDITIONAL LANGUAGES AS NEEDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creole/Kreyol</td>
<td></td>
</tr>
</tbody>
</table>
TEMPORARY TRAFFIC CONTROL (TTC) ZONE

Typical Scenario for Emergency Traffic Control on DIVIDED HIGHWAY

<table>
<thead>
<tr>
<th>INCIDENT LEVEL</th>
<th>MAGNITUDE</th>
<th>DURATION</th>
<th>STEPS TO TAKE</th>
</tr>
</thead>
</table>
| Level 1        | (Minor)   | < 30 Minutes | ● Make agency notifications if incident is on roadway or where a minor delay can create significant traffic impact  
|                |           |          | ● Establish Advance Warning Area and other TTC Components as time / personnel permit |
| Level 2        | (Intermediate) | 30 minutes – 2 hours | ● Make agency notifications  
|                |           |          | ● Establish TTC Components |
| Level 3        | (Major)   | 2+ hours | ● Make agency notifications  
|                |           |          | ● Establish Full Work Zone (same as Non-Emergency) |

ADVANCE WARNING AREA
Move signs upstream as queue develops

TRANSITION (TAPER) AREA
Initial taper length depends on # of cones available

BUFFER SPACE

PROTECTION VEHICLE

WORK SPACE

ACTIVITY AREA

ADVANCE WARNING AREA

<table>
<thead>
<tr>
<th>SPEED (MPH)</th>
<th>SIGN DISTANCE</th>
<th>TYPICAL # OF CONES IN TAPER</th>
<th>TYPICAL TAPER LENGTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>A / B</td>
<td>12 @ 25 Ft. Initial</td>
<td>300 Ft.</td>
</tr>
<tr>
<td>50</td>
<td>A</td>
<td>22 @ 40 Ft. Full Work Zone</td>
<td>840 Ft.</td>
</tr>
</tbody>
</table>

Note: Extend taper as additional cones become available

Activity Area

PLACE LARGE BLOCKER / SHADOW VEHICLE HERE

PLACE FLAGGER AT POINT OF IMPACT / ACCIDENT

PLACE EMS & SMALLER VEHICLES HERE

DIRECTION OF TRAVEL

Initial taper length depends on # of cones available

TRANSITION AREA

(70 MPH)

PERSONNEL:

- ALL responders Identifiable & in High Visibility Apparel
- ALWAYS: Be alert - Minimize exposure - Face traffic
- Place Flagger at point of impact / accident scene

CONSIDERATIONS

- Time of day and amount of traffic congestion
- Can vehicles be moved from roadway? Move It!
- Can all lanes remain open?
- Determine emergency vehicle access route(s)
- Will closures create backups on other roadways?
- How quickly can lanes reopen? Minimize on-scene time.
- Take steps to avoid secondary accidents.
- Take steps to make the scene SAFER.
- Update dispatch agencies periodically and as incident changes (escalation, termination, etc.)

Emergency Responder Checklist

“Traffic Control is the Responsibility of the On-scene Responders – Communicate, Coordinate, Cooperate”

INITIAL ACTION ITEMS: (Within first 15 minutes)

- Estimate magnitude and duration to determine Incident Level
- Estimate vehicle queue (backup) length
- Identify the need for and request secondary response agencies.
- Consult the Notification and Agency Resource Guide - Section 5 and make appropriate notifications.
- Set-up appropriate Temporary Traffic Control (TTC) Zone Components based on estimates.
- Upgrade TTC every 15 minutes.
- Set initial taper in direction of traffic travel.
  - Remove taper in opposite direction of traffic travel.
  - Establish incident Command / Unified Command Post
  - Assign Traffic Control Officer

VEHICLES:

- Limit number of responding vehicles
- Stage unnecessary vehicles off roadway
- Park ALL vehicles on same side of roadway
- Position apparatus to protect responders
- Minimize emergency lighting
- Create large enough work area to accommodate apparatus and responders SAFELY!