Foreword

INDOT’s mission is that:

"INDOT will plan, build, operate, and maintain a superior transportation system enhancing safety, mobility and economic growth."

This Training Manual was designed to provide the Hoosier Helper Freeway Service Patrol Technicians working throughout the State of Indiana with the necessary knowledge to perform their job in support of INDOT’s overall mission.

Hoosier Helpers are a key component of the INDOT Traffic and Incident Management program. They are INDOT’s approach to keep traffic moving by rapidly responding to incidents, assisting stranded motorists, and clearing the roadways.

Hoosier Helpers are one of the most visible signs to the traveling public that INDOT is on the job. Every Hoosier Helper must be aware at all times that the professionalism they display reflects on the Traffic Management Centers Division, Traffic Management Business Unit, and INDOT as a whole.
Course Objectives

Upon completion of this course you will be able to:

- Safely serve as an active member on the INDOT Hoosier Helper Freeway Service Patrol
- Respond to incidents and assist stranded motorists in order to keep traffic moving
- Coordinate with INDOT and other state agencies for incident response activities
- Understand the Hoosier Helpers role in INDOT’s Traffic and Incident Management Programs
**Revision Policy**

This Standard Operating Procedures (SOP) document is considered a living document. It will be and should be updated as needed.

In order to facilitate maintenance and updates to the SOP document, a SOP Committee shall be established. This committee is responsible for ensuring that the SOP is maintained and updated in a timely and as needed manner.

The SOP Committee members shall include, but not be limited to:

- TMC Division Director
- Indianapolis TMC Manager
- Gary TMC Manager
- Indianapolis TMC Unit Foreman
- Gary TMC Unit Foreman
- Two Hoosier Helpers with a Highway Incident Technician (HIT) 2 classification
- Two Hoosier Helpers with a HIT 3 classification

The committee will meet on a quarterly basis. All received proposed revisions will be sent to committee members at least one week prior to the quarterly meeting.

Updates to the SOP document are a multi-step process. First, a potential SOP update must be identified by a Hoosier Helper or other Traffic Management Business Unit (TMBU) employee. Next, the change request form (see below) must be submitted by the Hoosier Helper or other, and reviewed by the SOP Committee to determine if the change is in order. If the change is approved, it is to be documented in the Record of Revisions (see below) and then implemented.

Change request forms are located online, in the Hoosier Helper crew rooms, and in Appendix A.
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**Figure 1: Change Request Form**

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Chapter 1 General Information

Introduction to TrafficWise

TrafficWise is Indiana's Intelligent Transportation System, a program that is designed to make driving easier and safer, particularly in the state's major metropolitan areas.

While building more and wider highways is an important tool to relieve congestion and improve safety, it is no longer enough to keep pace with increasing traffic. The Indiana Department of Transportation is turning to technology and new operational techniques to help ease congestion and improve highway safety.

Traffic Management Centers

The two Traffic Management Centers (TMCs) are the nerve centers for the statewide TrafficWise system deployment.

The Traffic Management Center operators monitor the sensors and closed-circuit cameras that send in traffic information. They also receive information from personnel in the field – Hoosier Helpers, law enforcement, and other Emergency responders.

The information is used to assess and determine the causes of traffic congestion. Traffic Management Center operators then can react to problems in several ways:

- Evaluate an incident and help coordinate the appropriate response. They can dispatch a Hoosier Helper to clear debris in the road, call a tow truck to remove a disabled vehicle or work with police, fire and emergency medical services to respond to a serious traffic restricting event.
- Convey information to the public. This can include activating Dynamic Message Signs or Highway Advisory Radio to advise motorists of a problem and encourage them to seek alternate routes. Information also can be sent via alphanumeric pagers or posted on the TrafficWise Web site.

The Traffic Management Center for the Indianapolis TrafficWise operation is co-located with the Indiana State Police Post 52, which is near Interstate 70 and Interstate 465 on the east side of Indianapolis. State Police dispatchers work in close proximity to the Traffic Management Center operators. This speeds the flow of information and makes emergency response more timely and effective. The Borman Expressway Traffic Management Center in Northwest Indiana is located near the Borman Expressway (I-80/94) interchange with the Indiana Toll Road (I-90) on the east side of Gary.

Both TMC’s are staffed and operated 24 hours a day, 365 days a year.
Organizational Structure

The Traffic Management Business Unit encompasses several divisions of responsibility and leadership oversight. Traffic Management Operations falls under the responsibility of the Deputy Commissioner of Traffic Management. Below the Deputy Commissioner are five different divisions. One of the divisions is called the Division of Traffic Management Centers (TMC), which includes both Traffic Management Centers. This TMC division includes Hoosier Helper Operations, Communications Center Operations, garage operations, etc. The Division of Traffic Management Centers is headed by the Director of Traffic Management Centers. Each TMC then has a TMC Manager that is located directly below the Director in the organizational structure.

INDOT Offices and Districts

The Indiana Department of Transportation is divided into seven districts which are responsible for operation and maintaining the transportation system at the local level. Each district has a District Director who is responsible for planning, organizing, and directing the activities of the district. Districts are also divided into Sub-districts, which are overseen by Sub-District Operations Managers. Six of the seven districts are shown on Figure 3. The Toll Road District, not shown, consists of the Indiana Toll Road (I-80/90) located in the northern portion of the State.

Figure 3: Map of INDOT Districts
Chapter 2 Hoosier Helper Information

Mission
The Mission of the Hoosier Helper Freeway Service Patrol is to:

- Keep the Interstate System safe and efficient for the motoring public and to reduce/remove traffic restrictions.
- Provide traffic control and medical assistance at accident scenes, medical emergencies, and vehicle fires.
- Provide accident scene assessment/Unified Command Structure.

Hoosier Helper Operations in Indiana
The Hoosier Helper Freeway Service Patrol (FSP) serves approximately 130 miles of Indiana's busiest freeways, helping stranded motorists, removing debris from the road, or summoning help quickly in case of a crash, vehicle fire, or other emergency. Hoosier Helpers are capable of changing a tire, supplying enough fuel to get a motorist to a service station, fixing a minor mechanical problem, and summoning help for the problems they can't solve. The Hoosier Helpers do more than provide an extra measure of security and safety for motorists. They also keep traffic moving, and that makes them the key element in an Advanced Traffic Management Systems (ATMS) deployment.

Hoosier Helpers are concentrated in large highly congested urban areas of the state. Operations are located in the cities of Gary, Indianapolis, and in Southern Indiana near the Louisville Metropolitan area.

Program Highlights are as follows:

**Borman Expressway:** Began in August 1991. Three units are in operation at all times. Has operated 24 hours a day, seven days a week, since May 1996. The current 34 mile patrol area includes the Borman Expressway from the Illinois State Line to SR 249 and I-65 from US 231 to US 12/20, just north of the Interchange with I-90, the Indiana Toll Road.
Indianapolis: Began in August 1997. Currently three units operate during peak driving hours (5:30 a.m. to 7:30 p.m.) and special events. The current 64 mile patrol areas include; I-65 from Southport Road to the I-70 North Split, I-69 from I-465 to 96th Street, I-70 from Harding Street to Post Rd, and I-465 from US 31 on the North Leg, clockwise on the East and South Legs, to 56th Street on the West Leg. These patrol areas are shown on figure 4.

![Figure 4: Map of Indianapolis Patrol Areas](image)

**Hoosier Helper Personnel**

Incident response and motorist assistance in efforts to keep interstate travel lanes open and free of obstructions are the principle functions of the Hoosier Helper Program. As such, the actions of the Hoosier Helper personnel and the cooperative interaction with other responding agencies are imperative to the successful elimination of any roadway obstruction.
Hoosier Helper technicians are the vital component for providing prompt clearing of the roadway of stalled vehicles, vehicles involved in crashes, removing minor debris from the roadway, and tagging abandoned vehicles for removal. The technicians are often the first to encounter or respond to a traffic incident. The motorist will expect the technician to initiate proper emergency response assistance. Knowledge of proper procedures will enable Hoosier Helpers to handle the incident scene safely and efficiently.

Hoosier Helper’s must always remember that they are part of a professional team. A demeanor of courtesy and cooperation must be displayed at all times. Technicians shall conduct themselves in a professional manner while on duty in dealing with any member of the public or representative of another agency responding to an incident. This is accomplished by adhering to the following:

a. Offensive mannerisms or offensive language are not allowed.

b. The technician is not allowed to accept any tips or gratuities of any kind, or charge any amount for services provided.

c. The use of tobacco products is not allowed during motorist contact or while operating a state owned vehicle.

d. A motorist shall not be referred to a specific garage, private tow service, service station, or mechanic. A list of options shall be provided to the motorist so they can make their own decision as to how to obtain additional services.

e. The technician shall not refer an accident victim to any legal service or medical facility.

f. Approved personal protective equipment (PPE) shall be worn at all times when required.

g. Each technician shall carry a state government ID card with him at all times, and a Hoosier Helper Name Badge must be displayed on the safety vest at all times.

h. Technicians shall maintain a well-groomed appearance at all times, and either be clean shaven or have neatly trimmed facial hair.

i. Body Jewelry designed to be worn in the lip, nose, eyebrow, etc. shall not be allowed.

j. Male employees shall not wear earrings while on duty.

k. The Hoosier Helper Program shall impose a zero tolerance for substance abuse. All technicians are prohibited from using, selling, possessing, distributing, or being under the influence of a controlled substance or alcohol while on duty or driving a Hoosier Helper vehicle.

Job Responsibilities and Career Advancement

Hoosier Helpers are classified as Highway Incident Technicians (HIT). There are currently two levels of technicians; HIT 2, and HIT 3. HIT 3 is a new hire Hoosier Helper or entry level employee, and a HIT 2 is a more advanced working supervisory position.

All Highway Incident technicians serve as a member of the Hoosier Helper Incident Response Team. Hoosier Helpers operate a van or truck to speed the removal of incidents and maintain safe and efficient traffic flow. Technicians patrol for disabled motorists and are also dispatched by TMC dispatchers.

When hired on as a HIT 3, Hoosier Helpers are considered to be on probation. All new INDOT employees serve a six month probationary period when employment begins. HIT 2 positions are filled through position vacancies. Automatic promotions from a HIT 3 to a HIT 2 are not guaranteed.

Attendance Polices and Time Off Requests

In accordance with the INDOT Employee Handbook, all Traffic Management Center employees accumulate paid time off to be used in the event of an illness, personal need, or vacation. To ensure that there is ample coverage of Hoosier Helper patrols on the roadway, the following procedures shall be followed when requesting the use of sick, personal, or vacation time. All employees shall complete and submit State Form 56, Request for Leave, prior to scheduling time off, to the Supervisor for approval. The Supervisor
will ensure appropriate personnel are notified and that the Appointing Authority makes a timely determination in the request’s disposition.

In the event of an emergency situation, employees must notify the Supervisor as soon as possible. If unavailable, employee will leave a voice message with the supervisor and will contact the Traffic Management Center dispatcher and have the Supervisor or their designated representative paged. The TMC dispatcher does not have the authority to approve time off.

For Hoosier Helper technicians the Supervisor is the Hoosier Helper Unit Foreman, and the Appointing Authority is the TMC Manager.

It will be the employees’ responsibility to ensure that he or she has ample accrued paid time off to cover the leave period requested:

Vacation Leave

- Requests for vacation leave can be made no later than 24 hours prior to the start of shift.
- In the event that numerous employees requesting vacation exceeds operational coverage limitations, state seniority will govern selection of who is granted leave.
- Leave requests approved one month in advance may not be rescinded due to staffing shortages without Division Director approval.
- Employees may not take vacation leave without the appointing authority’s approval.
- Vacation leave can be used as sick leave if employee has no sick leave available.
- If requesting vacation leave for more than three consecutive days, a minimum of one week's notice must be given.

Personal Leave

- Requests for personal leave can be made no later than one hour prior to start of shift.
- Personal leave may be denied for the following reasons:
  - An inordinate number of requests are received for the same day, such as days before, on, or after a holiday
  - Proper notice requirements were not met
  - An emergency situation exists which requires the presence of the employee
  - Request is for part of a shift and approval was not secured prior to the beginning of the shift
  - Request is the consecutive personal leave days

Sick Leave

- Requests for sick leave can be made no later than one hour prior to shift start time.

CDL Requirements

A Commercial Drivers License (CDL) is required for all Freeway Service Patrol personnel. Upon hire the applicant has 90 days to obtain a CDL or they may be subject to termination. The CDL must be renewed at least semi-annually unless a medical necessity requires more frequent renewal.

Drug/Alcohol Testing

As per the INDOT Safety Manual, Alcoholic beverages or illegal narcotics will not be brought onto the grounds owned or operated by the Department. Such substances will not be transported in any vehicle owned by the Department.

Supervisors will not allow an employee to commence work operations if the employee reports to work in an apparent intoxicated condition, or in a condition which, in the supervisor's opinion, might jeopardize the safety of any employee or the public.
Persons under the influence of any intoxicant or narcotic will not attempt to drive or operate a piece of equipment or vehicle owned by the department. Some prescribed drugs and over-the-counter (OTC) drugs may pose a hazard to safe operation of equipment.

Employees who are required to have a CDL to perform their job duties shall be required to take alcohol and/or drug tests. The tests shall be administered in compliance with the following situations:

- If there is a reasonable suspicion that the employee is under the influence of alcohol or drugs (e.g., supervisor smells alcohol, employee's behavior indicates he/she has consumed intoxicants, etc.)
- If, in the course of performing INDOT driving duties, the employee:
  - is involved in a fatal accident
  - received a citation concerning an accident which requires either medical treatment away from the scene, or a vehicle to be towed from the scene
- Randomly selected

**Driving Record checks**

Before a Hoosier Helper is hired, Supervisors will check the applicant’s driving record. If an applicant’s driving record is unsatisfactory, then he or she will be ineligible for a Hoosier Helper position. Hoosier Helpers will have their driving records checked at least once very twelve (12) months. Each TMC Manager will be responsible for insuring that proper checks are made on driving records.

**Call-out procedures for snow/ice removal**

In the event of winter weather, the TMC Manager is responsible for determining who will be assigned to snow plow duties. Callouts will be determined by the matrix provided in Figure 4, and Appendix A.
Ethics/Gratuities

All employees are required to follow the Indiana State Ethics Laws. The state ethics commissions “Blue Book” can be found on the internet by clicking on the following link: [http://www.in.gov/ethics/pubs/Bluebook/Bluebook.pdf](http://www.in.gov/ethics/pubs/Bluebook/Bluebook.pdf). This is a guide for state officers and employees in the executive and administrative branch of Indiana state government. Those affected should read it carefully as it explains the ethics rules and laws found in IC 4-2-6 and 40 IAC 2 (these are included in the appendices of the bluebook). Employees & officers are responsible for knowing these laws as well as the specific policies and procedures of one's agency.

Hoosier Helpers may be offered some type of payment from a motorist that was assisted. Do NOT under any circumstances accept any gratuity/kickback for doing your job. This includes money, dinner, tickets, etc. Failure to comply with this policy is a criminal offense as cited below:

- **Indiana Criminal & Traffic Law Manual**
  - Section 35-44-1-1 Penalty for Bribery
    - Sec. 1. (a) A person who:
    - (1) confers, offers, or agrees to confer on a public servant, either before or after the public servant becomes appointed, elected, or qualified. Any property except property the public servant is authorized by to accept, with intent to control the performance of an act related to the employment or function of the public servant.

- **Section 35-44-1-2 Penalty for Official Misconduct**
  - Sec. 2. A public servant who:
(1) knowingly or intentionally performs an act that he is forbidden by law to perform; commits official misconduct, a Class D Felony.

If a motorist leaves a “gift”, or any article, with a monetary value of one (1) dollar or more, in a Hoosier Helper Vehicle unknown to the technician, the technician must fill out an unsolicited gift form (Figure 5) as soon as the gift is discovered. After filling out the form, the technician should place the form and the gift, if it will fit, into an envelope and seal it. Place the sealed envelope and gift in a secured area, preferably the glove box. The envelope and gift must be turned into the Unit Foreman immediately following the shift. The technician may keep a copy of the unsolicited gift form if he/she chooses to. The Unit Foreman will turn the form and gift over to the appropriate TMC Manager who will forward it to the appropriate location.
Unsolicited Gift Form

Hoosier Helper

Hoosier Helper: ______________________________ Commission #: __________________
Date: _______________________ Time: _________
Road: ______________________ Direction: _____ Mile Marker: _______________
Vehicle Type: ________________________________ Vehicle Plate # and State: _________
Type of Gift Found: ___________________________

Signature: ___________________________________ Date/Time: _____________________

I ______________________________,, the Supervisor of __________________________, the Hoosier Helper who received the gift, received this form and gift on this date ____________ at _________ time.

Signature of Hoosier Helper ___________________________________
Signature of Unit Foreman _____________________________________

Figure 6: Unsolicited Gift Form
Key Control

Hoosier Helper vehicles are to be parked within a Garage Facility whenever possible. The Indianapolis Hoosier Helper Patrol shall park in the Indianapolis TMC in the parking stalls on the north side of the garage. Each vehicle commission number has an assigned parking stall. In Gary, the patrol vehicles shall park within the Borman TMC garage. Due to the lack of a garage facility, the New Albany patrol will park outside the office building, and the keys for the vehicles shall be left in the Hoosier Helper Crew Room.

As per State Fire Code, whenever a Hoosier Helper vehicle is parked within one of the garages, the vehicle keys must be in the ignition. This will also allow other technicians and/or mechanics to access the vehicles if necessary. If the vehicle is parked outside of the garage for whatever reason, the vehicle must be locked and keys placed in the crew room. Duplicate keys for all vehicles will be in control of the Shift Supervisor, TMC Unit Foreman, or TMC Manager. If a duplicate key is checked out for any reason during a shift, the keys shall be turned back in at the conclusion of the shift. Vehicle keys are not to be taken home for any reason.

On job Injuries/Illness

If a Hoosier Helper or any Traffic Management Center Employee requires medical assistance while on duty, the following procedures must be followed.

In the event of a Non-Life threatening illness or injury first notify the TMC Unit Foreman or supervisor on duty. If medical assistance is needed, the technician shall obtain assistance from an approved location. The technician should also obtain medical documentation for treatment from the Occupational Health Care Center.

In Indianapolis, technicians should go to a Methodist Occupational Health Care Center. The centers are located at various locations throughout Indianapolis. See Appendix B for a map and listing of phone numbers for the local Health Care Centers. A link to the Methodist Health Care website is as follows: www.mohci.com

In Gary the technicians should obtain medical treatment from Hoosier Healthcare Northwest, LLC located in Portage Indiana. A medical treatment authorization form should be completed and taken to the address listed on the form. A copy of the authorization form is supplied in Appendix B.

In the New Albany area, Hoosier Helpers should obtain medical treatment from Employcare Occupational Health center located in Clarksville, IN. A map and phone numbers are supplied in Appendix B.

Ride-A-Long Procedures

INDOT may allow non-Hoosier Helper personnel to accompany a Hoosier Helper on patrol in a Hoosier Helper vehicle when a first hand observation of the Hoosier Helper operations will facilitate a more effective working relationship with other units of INDOT or other state or local agencies or private companies involved with highway incident management. Such personnel may include media representatives.

Due to the risks inherent in the job of Hoosier Helper’s the fact that by accompanying an on-duty Helper in the performance of their duties, an individual is placing themselves in the position of encountering similar risks, the following procedures are in effect.

GENERAL PROCEDURES:

1. All ride-alongs must be undertaken for the purposes described above, including media education.
2. No individual under the age of eighteen (18) shall be permitted to participate in the ride-along.
3. Not more than one person may accompany an operator at one time.
4. Ride-alongs should be scheduled at least one week in advance through the TMC Unit Foreman. The Unit Foreman should ensure that daily Hoosier Helper operations will not be adversely affected by the ride-along(s).
5. Prior to the ride-along, each passenger will be given a brief safety presentation by the working supervisor or TMC Unit Foreman. The safety presentation will include the potential dangers associated with riding in a Hoosier Helper vehicle and stopping on the Highway system. Each passenger shall be provided a safety vest and instructed to wear the vest at all times during the ride-along. The passenger will also be instructed to wear their seat belt at all times while inside a Hoosier Helper vehicle.

6. Prior to the ride-along each passenger will be briefed on the ride-along liability waiver and will be asked to sign and date the waiver in the presence of the working supervisor or TMC Unit Foreman. The TMC Unit Foreman will maintain the release for a sufficient period of time. Liability waivers may be obtained by the TMC Manager.

7. During the ride-along, a passenger will be required to follow all directions given by the Hoosier Helper, the working supervisor and/or TMC Unit Foreman.

8. At any time during the ride-along, the Hoosier Helper, the working supervisor and/or the TMC Unit Foreman may terminate the ride-along if Hoosier Helper operations are being adversely affected by the ride-along.

9. All of the above notwithstanding, passengers should be encouraged to ask questions and to enjoy seeing the Hoosier Helper’s in operation.

Media Interactions

The INDOT Hoosier Helper program is a high profile operation on Indiana’s urban interstate highways. The Hoosier Helper’s and other employees associated with the Program must be constantly aware of public interest in the program. Employees must be positive and up-to-date in the activities, goals, and objectives of the program. While it is appropriate to speak to the public in general terms about the Hoosier Helper program, more specific and potentially controversial, such as interviews with the news media, must be forwarded to the TMC Manager and released in accordance with INDOT’s Media Policy.

The INDOT office of Communications must be notified before any department personnel engage in any communications with the news media. A PIO officer will assist in researching and coordinating information and assigning appropriate media contracts and interviews.

In the rare instance where an employee cannot provide advance notice, the employee shall immediately notify the PIO officer that contact with the news media has occurred. Communications with the news media on behalf of the state should be limited to the employee’s area of expertise.

All requests for information should be directed to:

INDOT Office of Communications
100 N. Senate Ave., Room N755
Indianapolis, IN 46204
317-232-5533

INDOT Website:
www.in.gov/dot/

TrafficWise Website:
www.trafficwise.org

Access Credentials/ID Badges

Employees of the Traffic Management Centers are issued picture identification cards. The cards are either issued by the TMC or INDOT Central Office. The ID card is issued to employees when they start working at one of the TMC’s, and should be returned at the conclusion of employment with INDOT. This card must be worn and visible at all times while in any state owned facility while on duty.

The Indianapolis Traffic Management Center is a secured facility due to the co-location with the Indiana State Police. Upon employment, all employees are given an access card. This card is to gain entrance to the building, outside gates and doors, and several interior doors. Each employee should have his/her card on hand while in the Traffic Management Center. Access cards should never be loaned out for any reason, nor should you permit an unknown person to enter a gate or door requiring a key card.
Lost or stolen ID and/or access cards shall be reported to the TMC Manager immediately. A $10 fine will be assessed for lost Access cards.

**Emergency Scenario drills**

Routine evaluations of responses to unexpected traffic scenarios will be conducted. These practice scenarios will always be identified to all employees prior to the beginning of a shift and will always be conducted during periods of the day that will not interfere with the possibility of genuine situations.

The purpose of these drills will be to evaluate individual responses to the situations and the effectiveness of the response in relation to the overall team handling of the event.

Elements such as, “is there a better way we could have responded” and “what resources could we have used to better respond to the situation”, will be examined in a post-incident evaluation.

Individual and team feedback will become an essential product of the evaluation process and will be presented as soon as possible following the drill.
Chapter 3 Safety

Safety

All INDOT employees are responsible for their own safety. In addition, they have a responsibility to their family, fellow workers, the community, and the State of Indiana. Therefore, they must observe safe practice rules and instruction relating to efficient performance of work. Safe and efficient operations are reached only when all employees are safety-conscious and keenly alert both mentally and physically. Employees are charged to:

- Comply with the supervisor’s instructions.
- Be thoroughly knowledgeable with and comply with contents of the INDOT Safety Handbook that relates to assigned duties and this Standard Operation Procedures Manual.
- Work in a safe, productive manner and maintain safety awareness at all times.
- Properly operate and maintain assigned vehicles/equipment and report defects.
- Report all accidents and injuries immediately.
- Wear proper clothing and required personal protective equipment (PPE).
- Maintain themselves in proper physical condition to safely perform work.
- Use good common sense, both on and off the job. INDOT and families suffer in case of accidents or injuries.

INDOT Safety Manual

All Hoosier Helpers will be issued an INDOT Safety Handbook upon hire. Each employee should be familiar with the manual. An electronic copy of the INDOT Safety Handbook is available on the INDOT Intranet site at: http://intranet.indot.state.in.us/safety/. This link also leads the employee to the INDOT safety website. Each employee is encouraged to view and be familiar with what tools are available on this website.

In addition to the general safety rules applicable to all INDOT workers as found in the Safety Handbook; Hoosier Helpers must observe the following supplemental rules and precautions:

1. Each technician is to consider the personal safety of themselves and those they are assisting first, in all situations.
2. When applicable, technicians are to keep themselves and their equipment well clear of open traffic lanes. Position people and equipment so that maximum sight distance is given to oncoming motorists.
3. Technicians are not to turn their back on the traffic.
4. When stopping for a stranded motorist, technicians should try to leave at least twenty feet between their vehicle and the motorist on the shoulder. Technicians should also activate the appropriate emergency lighting/arrowboard, set the emergency brake, and turn the front wheels of the vehicle away from traffic.
5. Always try to have an escape route from the traffic. Somewhere to run.
6. When working an accident, always make a good long taper with cones or flares.
7. When working an accident, if possible, don’t set up at the bottom of a hill or in the blind spot of a curve.
8. When working an accident close to a bridge having ice on it, do not set up on or past the bridge. Try to set up in advance of the bridge. If set-up must be on or past the bridge, make sure there is a long taper.
9. If there are minor injuries, technicians must set up adequate traffic control before providing assistance to the injured. When providing assistance, latex gloves must always be used, and CPR masks should be used if applicable. If there are fatalities, technicians are not to move bodies. (Emergency medical services and medical examiners will handle the situation).
10. Technicians are not to stand behind a vehicle or in a taper after traffic control setup. When lighting flares within the taper, technicians must ignite the flares facing the oncoming traffic. Technicians are not to turn their back to oncoming traffic.
11. When assisting a motorist, do not stand on the traffic side of the vehicle.
12. Use vehicle warning lights and signaling devices when stopped or proceeding at less than normal speeds.
13. Never position a Hoosier Helper vehicle with the front facing oncoming traffic. (Do not stop headed north in a lane occupied by southbound traffic).
14. Use extreme caution when assisting with overheated vehicles. Never open the radiator cap on an overheated engine without allowing it to cool first.
15. When assisting a motorist with a flat tire on the traffic side of the vehicle, technicians should try to move the vehicle as far from the open lanes as possible before changing the flat. Technicians should set up cones or flares on the traffic side of the line if applicable.
16. Technicians should always be aware of the oncoming traffic view. If the sun is low on the horizon, either rising or setting, oncoming traffic cannot see the Hoosier Helper or their vehicle.
17. Technicians are not to cross the center median unless it is an extreme emergency. Go to the next exit and turn around.
18. Do not back down the roadway or exit ramps unless they are blocked off by either INDOT or ISP units.
19. Do not attempt to relocate a Hybrid Vehicle. Repairs are to be limited to tire changes only.

Personal Protection Equipment

Work attire and personal protective equipment (PPE) are only effective to enhance safety when properly worn and used. Employees operating machines, climbing ladders, handling material or doing shop or manual labor should wear clothes that are reasonably snug, particularly around the neck, wrists, and ankles. There should be no loose cuff flaps or strings. Employees assigned to shop and field activities will wear long trousers and a shirt at all times.

All employees stationed at a Traffic Management Center shall be issued PPE in accordance with INDOT Safety and OSHA regulations. All employees shall wear all the required PPE when required to do so. Failure to utilize PPE as required will result in disciplinary action.

Each Hoosier Helper shall be issued at minimum a safety vest, safety hat, rubber gloves, and safety glasses. The vest and hat are to be worn at all times while outside of vehicle. A soft baseball type safety hat is acceptable in most areas, but a hard hat is required when there is the possibility of falling objects. If patrolling in a construction zone, a hard hat shall be worn. Rubber gloves must be worn at all accident scenes that involve an injured person. The gloves are protection for both the Hoosier Helper and the injured subject.

Employees wanting to utilize PPE in excess of what is provided by the State may do so if the following requirements are met:
   • The employee shall make a written request to the TMC Unit Foreman for consideration of the PPE proposed.
   • Employee shall include certification from the manufacturer that the PPE meets or exceeds the requirements of ANSI/ISEA 107-1999 (Class 3).
   • The purchase and ongoing maintenance costs associated with the PPE shall be the responsibility of the employee.
   • The PPE shall not contain text or graphics other than what is approved by the TMC Unit Foreman in the written request from the employee.

Observation of Criminal Activity (10-55,10-10,10-16)

There are times when a Hoosier Helper may come across illegal activity while patrolling their route. A Hoosier Helper must always keep in mind that they are not police officers, and that they do not have law enforcement powers. The technicians’ duty is to patrol the freeways to relieve congestion, not to police the freeway system. Technicians are not to become involved in pursuits, or attempt to apprehend a suspected violator. If a technician does observe criminal activity, the following procedures must be followed:

DUI Motorist
   • The technician is to report the license plate number, and vehicle location to the TMC who will relay the information to ISP.
   • The technician may follow the DUI motorist at a safe distance as long as they remain on their patrol route, and only after receiving the go-ahead from ISP.
   • The technician shall activate the light bar on the vehicle to the rear only, and turn on emergency flashers to warn other traffic.
   • Technicians are not to follow a DUI motorist that exits to city streets or leaves the Technicians patrol route.
   • If the DUI Motorist leaves the patrol route or exits to city streets, notify the TMC of the last location and continue patrolling.
   • Never pull over a DUI motorist or harass them in anyway!

Fight or Domestic Trouble
• The technician is to report observance of a fight or domestic trouble to the TMC. The TMC dispatcher will relay the information to ISP.
• Technicians are not to approach the people involved in the fight. The technician may observe the fight from a safe distance until ISP arrives.

Vandalism
• If a Hoosier Helper comes upon an abandoned vehicle that has been vandalized, report the vehicle location to the TMC who will relay the information to ISP.
• After reporting the location, the technician is to continue on with their regular patrol route.
• If the vandalized vehicle is a traffic or safety hazard, the Hoosier Helper should take appropriate traffic control measures until ISP arrives on scene. If it is suspected that the Hoosier Helper will be on scene for longer than one hour, the Unit Foreman shall be notified.

Backing Procedures
INDOT shall make the elimination of backing accidents a safety priority. Each Hoosier Helper should closely read Chapter 9 of the INDOT Safety Handbook to become familiar with proper backing procedures and safety measures. In general, backing of vehicles should be avoided whenever possible. Operations that can be effectively and safely done with no or a minimum amount of backing should be done in this manner. Backing should only be done when absolutely essential.

Five Principles to Backing Safety are as follows:

GET THE WHOLE PICTURE: Walk around the vehicle to check your clearances, blind spots and the driving surface.

BACK FROM THE DRIVER'S SIDE: The safest position to back from is one that begins from the driver's side and is as close to the destination as possible.

BACK SLOWLY: When backing your vehicle, you must always consider speed. Backing rapidly may cause your vehicle to veer out of control and collide with objects on either side.

USE MIRRORS: When backing your vehicle, it is important to use both side view mirrors as often as possible. Mirrors help you check your clearances and help you spot unexpected persons moving into your path.

USE A GROUND GUIDE: Ground guides should be used whenever possible. The job of the ground guide is to warn you of pedestrians or other objects who are entering your path.

It is important to know and use the five principles of backing safety. Each Hoosier Helper is responsible for their vehicle and what goes on around the vehicle.
Chapter 4 Communications

Communications

INDOT Hoosier Helpers in Indianapolis and Gary use an 800 MHz radio system for radio communications. Hoosier Helpers are part of the State of Indiana Project Hoosier SAFE-T network. By participating in this network, Hoosier Helpers, and other INDOT personnel, are capable of communicating with other state agencies including state police. For more information on SAFE-T and radio operations see Appendix B.

Radio Protocol

When talking on the 800 MHz radio system, it is important to remember that anyone within the state can hear what you are saying. Not only are other state agencies listening, but anyone at home with a scanner may also be listening. The following is a list of general guidelines that should be followed when utilizing the 800 MHz system.

- Keep radio traffic simple and to the point, use 10 and signal codes, use phonetic alphabet
- No coughing, laughing, yawning, chewing on the radio while keyed up
- Use unit numbers to communicate with other units. Do not use people’s names
- Listen before keying up the radio in case someone else is talking. If two units key up at the same time, field units and dispatch will not be able to hear either unit
- No loud background noise (i.e. car stereo) If needed turn down scanners and radios when communicating on the radio so field units and dispatch can hear the unit transmitting
- Speak slowly when transmitting on the radio. It is human nature to talk fast in stressful situations, be conscious of the rate at which you are transmitting.
- Do not use pleasantries on the radio, i.e. please, thank-you, have a nice day, etc.

Hoosier Helpers are to monitor their radio at all times. After multiple unsuccessful attempts to reach the technician, a page will be sent. Numerous failures by the technician to monitor their radio may result in a verbal warning, written warning, or further disciplinary actions may be taken.

Radio Terminology

Ten Codes and Signals are used by Dispatchers and Hoosier Helpers to communicate. Indiana Law Enforcement Agencies also use signal and ten codes to relay information back and forth quickly and precisely. Hoosier Helpers will not only use ten codes and signals when speaking amongst themselves and with their dispatchers, but ten codes must also be used when communicating with the Indiana State Police. Table 1 is a listing of Ten Codes used most often. Table 2 is a listing of Signal Codes frequently used.

<table>
<thead>
<tr>
<th>Ten Code</th>
<th>Description</th>
<th>Signal Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-0</td>
<td>Fatalty</td>
<td>10-39</td>
<td>Urgent – Use Light and Siren</td>
</tr>
<tr>
<td>10-1</td>
<td>Unable to Copy, Change Location</td>
<td>10-40</td>
<td>Silent Run – No Light or Siren</td>
</tr>
<tr>
<td>10-2</td>
<td>Signals Good</td>
<td>10-41</td>
<td>Beginning Tour of Duty</td>
</tr>
<tr>
<td>10-3</td>
<td>Stop Transmitting</td>
<td>10-42</td>
<td>Ending Tour of Duty</td>
</tr>
<tr>
<td>10-4</td>
<td>Acknowledgement</td>
<td>10-43</td>
<td>Information</td>
</tr>
<tr>
<td>10-5</td>
<td>Relay</td>
<td>10-44</td>
<td>Request Permission to leave patrol</td>
</tr>
<tr>
<td>10-6</td>
<td>Busy</td>
<td>10-45</td>
<td>Animal Carcass in ___ lane at ___</td>
</tr>
<tr>
<td>10-7</td>
<td>Out-of-Service</td>
<td>10-46</td>
<td>Assist Motorist</td>
</tr>
<tr>
<td>10-8</td>
<td>In Service</td>
<td>10-50</td>
<td>Vehicle Crash – F, PI, PD</td>
</tr>
<tr>
<td>10-9</td>
<td>Repeat</td>
<td>10-51</td>
<td>Wrecker Needed</td>
</tr>
<tr>
<td>10-10</td>
<td>Fight in Progress</td>
<td>10-52</td>
<td>Ambulance Needed</td>
</tr>
<tr>
<td>10-11</td>
<td>Dog Case</td>
<td>10-55</td>
<td>Intoxicated Driver</td>
</tr>
<tr>
<td>10-13</td>
<td>Weather and Road Report</td>
<td>10-56</td>
<td>Intoxicated Pedestrian</td>
</tr>
<tr>
<td>10-14</td>
<td>Report of Prowler</td>
<td>10-57</td>
<td>Leaving the Scene – F, PI, PD</td>
</tr>
<tr>
<td>10-15</td>
<td>Civil Disturbance</td>
<td>10-58</td>
<td>Direct Traffic</td>
</tr>
<tr>
<td>10-16</td>
<td>Domestic Trouble</td>
<td>10-63</td>
<td>Prepare to Make Written Copy</td>
</tr>
<tr>
<td>10-20</td>
<td>Location</td>
<td>10-70</td>
<td>Fire Alarm</td>
</tr>
<tr>
<td>10-23</td>
<td>Arrived at Scene</td>
<td>10-71</td>
<td>Advise Nature of Fire</td>
</tr>
<tr>
<td>10-24</td>
<td>Assignment Completed</td>
<td>10-76</td>
<td>En Route</td>
</tr>
<tr>
<td>10-27</td>
<td>Drivers License Information</td>
<td>10-77</td>
<td>ETA (estimated time of arrival)</td>
</tr>
<tr>
<td>10-28</td>
<td>Vehicle Registration Information</td>
<td>10-78</td>
<td>Need Assistance</td>
</tr>
<tr>
<td>10-29</td>
<td>Check Records for Wanted</td>
<td>10-79</td>
<td>Notify Coroner</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------</td>
<td>-------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>10-30</td>
<td>Illegal Use of Radio</td>
<td>10-88</td>
<td>Advise Present Telephone Number</td>
</tr>
<tr>
<td>10-31</td>
<td>Crime in Progress</td>
<td>10-89</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>10-32</td>
<td>Gun Involved</td>
<td>10-90</td>
<td>Bank Alarm</td>
</tr>
<tr>
<td>10-34</td>
<td>Riot</td>
<td>10-94</td>
<td>Drag Racing</td>
</tr>
<tr>
<td>10-36</td>
<td>Correct Time</td>
<td>10-96</td>
<td>Mental Subject</td>
</tr>
<tr>
<td>10-37</td>
<td>Investigate Suspicious Vehicle</td>
<td>10-98</td>
<td>Prison or Jail Break</td>
</tr>
<tr>
<td>10-38</td>
<td>Stopping Suspicious Vehicle</td>
<td>10-99</td>
<td>Records Indicate Wanted or Stolen</td>
</tr>
</tbody>
</table>

Table 1: Indiana State Police Ten Codes

<table>
<thead>
<tr>
<th>1</th>
<th>Call Your District</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Call Radio</td>
</tr>
<tr>
<td>5</td>
<td>Report to Your District</td>
</tr>
<tr>
<td>8</td>
<td>Meet</td>
</tr>
<tr>
<td>9</td>
<td>Disregard</td>
</tr>
<tr>
<td>10</td>
<td>Rush – Quick Action Desired</td>
</tr>
<tr>
<td>16</td>
<td>Aircraft Crash</td>
</tr>
<tr>
<td>20</td>
<td>Car Wash</td>
</tr>
<tr>
<td>21</td>
<td>Car Service</td>
</tr>
<tr>
<td>23</td>
<td>Speeding Car</td>
</tr>
<tr>
<td>31</td>
<td>Traffic Congestion</td>
</tr>
<tr>
<td>37</td>
<td>Advise if there is anything for me</td>
</tr>
<tr>
<td>38</td>
<td>There is nothing for you</td>
</tr>
<tr>
<td>45</td>
<td>Give your FCC Assigned Call Sign</td>
</tr>
<tr>
<td>48</td>
<td>Visitors or Officials Present</td>
</tr>
<tr>
<td>52</td>
<td>HAZMAT Material Incident</td>
</tr>
<tr>
<td>54</td>
<td>Advise Overtime Status</td>
</tr>
<tr>
<td>100</td>
<td>Emergency – Hold all but Emergency Traffic</td>
</tr>
</tbody>
</table>

Table 2: Indiana State Police Signals

Phonetic Alphabets are systems of words that are associated with specific letters of the alphabet. They are used in Public Safety Communications to distinctly spell names which could be misinterpreted over the radio including street names, towns, and cities. Proper usage of the phonetic alphabet is done by stating each alpha character followed by its related phonetic word. For Example, when saying the word “George” state, G-George, E-Edward, O-Ocean, etc. Under no circumstances should “made-up words” be used in lieu of a phonetic alphabet. Hoosier Helpers should use the phonetic alphabet when providing the dispatchers with license plate numbers, and whenever else it is applicable. Table 3 is a listing of the law enforcement community phonetic alphabet.

<table>
<thead>
<tr>
<th>A</th>
<th>ADAM</th>
<th>N</th>
<th>NORA</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>BOY</td>
<td>O</td>
<td>OCEAN</td>
</tr>
<tr>
<td>C</td>
<td>CHARLES</td>
<td>P</td>
<td>PAUL</td>
</tr>
<tr>
<td>D</td>
<td>DAVID</td>
<td>Q</td>
<td>QUEEN</td>
</tr>
<tr>
<td>E</td>
<td>EDWARD</td>
<td>R</td>
<td>ROBERT</td>
</tr>
<tr>
<td>F</td>
<td>FRANK</td>
<td>S</td>
<td>SAM</td>
</tr>
<tr>
<td>G</td>
<td>GEORGE</td>
<td>T</td>
<td>TOM</td>
</tr>
<tr>
<td>H</td>
<td>HENRY</td>
<td>U</td>
<td>UNION</td>
</tr>
<tr>
<td>I</td>
<td>IDA</td>
<td>V</td>
<td>VICTOR</td>
</tr>
<tr>
<td>J</td>
<td>JOHN</td>
<td>W</td>
<td>WILLIAM</td>
</tr>
<tr>
<td>K</td>
<td>KING</td>
<td>X</td>
<td>X-RAY</td>
</tr>
<tr>
<td>L</td>
<td>LINCOLN</td>
<td>Y</td>
<td>YOUNG</td>
</tr>
<tr>
<td>M</td>
<td>MARY</td>
<td>Z</td>
<td>ZEBRA</td>
</tr>
</tbody>
</table>

Table 3: Law Enforcement Phonetic Alphabet

Cell Phone Usage

Cellular telephones are provided to the Hoosier Helpers for the purpose of communicating needs to the dispatcher, supervisor, the stranded motorist, or for other government business. Most communication will be handled by radio; however, sensitive or detailed information requiring more details than short radio conversations may be handled with cell phones. All phone calls must be logged into the cell phone log sheet. The technician must enter the person being called, the number being called, and start and finish times of...
each call. The cell phone should be turned off when not in use. Incoming calls are not permitted on the cell phone. Payment of all incoming calls will be the responsibility of the assigned Operator. The cell phones are not to be used to call home or receive calls from home. If the technician must work overtime, the cell phone may be used to notify family of work status. This call should be kept to a minimum.

If a motorist needs to place a call, the technician shall advise the motorist to make the call as short as possible. The technician must maintain control of the cell phone at all times. The technician is to dial the number for the motorist and then give the motorist the phone. The technician should record the number being called and start and finish times of the call on the log sheet.

Cell phone log sheets should be turned into the TMC Unit Foreman on a monthly basis. A copy of the cell phone log sheet is located in Appendix A.

**Pagers**

For any incident entered into the ATIS system, an alphanumeric page will be sent out to applicable personnel. This is to ensure that all concerned personnel have up-to-date information allowing them to take the appropriate corrective actions.

Within ATIS, paging groups have been created. Hoosier Helpers in Indianapolis are included in either HH_Indy_AM or HH_Indy_PM paging groups depending what shift is being worked. Hoosier Helpers in Gary are included in either HH_1ST, HH_2ND, or HH_3RD depending on what shift is being worked. Hoosier Helpers in Gary are also all included in the HH_ALL paging group. This group allows pages to be sent to all Gary Hoosier Helpers regardless of what shift they work.

As part of the paging group, Hoosier Helpers will receive messages intending to go out to all Hoosier Helpers and ATIS pages when the following events occur on the Interstate System:

- All lanes closed in any direction
- Fatality
- HAZMAT incident
- Overturned commercial vehicle with lanes blocked
- Bridge Struck
- Oversize loads stuck on restricted route
- Pedestrian Struck
- PI crashes with reported entrapment

Hoosier Helpers will also receive pages with information about the weather. The types of pages technicians receive are:

- Severe Thunderstorm Warnings for selected counties
- Tornado Warnings for selected counties
- Daily weather forecasts
- Meridian notices for select subdistricts

Pages can also be utilized to receive an individualized message from a supervisor.

**Scanners**

Scanners are located in each Hoosier Helper vehicle. These scanners are used to monitor other state agency radio traffic. At minimum, the technician shall monitor the local fire departments. Technicians may monitor other channels as they see fit as long as they do not become overwhelmed with all the “noise”.

The type of scanner located within each Hoosier Helper vehicle differs based on geographic location and age of vehicle. Because of the varying types and operating procedures for the different scanners, it would be impossible to include all the manuals in this document. Hard copies of each manual are located at the TMC. Internet links to online owners’ manuals are provided below:

Radio Shack PRO-2066 - [http://support.radioshack.com/support_electronics/49679.htm](http://support.radioshack.com/support_electronics/49679.htm)
Citizen Band Radio

Hoosier Helper vehicles are equipped with Citizen Band (CB) radio. Technicians may listen to radio traffic and talk on the radio when appropriate. CB radios are used more frequently in Gary than in Indianapolis or New Albany. This is due to the significant amount of semi-truck traffic in Gary compared to the other parts of the State.
Chapter 5 Traffic Control

Fundamental Principles

The principles listed below provide a guiding philosophy of good temporary traffic control and enhance the safety of motorists, pedestrians, and workers in the vicinity of temporary traffic control zones.

1. Make traffic control safety and temporary traffic control an integral and high-priority element of every incident.
2. Inhibit traffic movement as little as possible.
3. Provide clear and positive guidance to drivers and pedestrians as they approach and travel through the temporary traffic control zone.
4. Inspect traffic control elements routinely and make modifications when necessary.
5. Pay increased attention to roadside safety in the vicinity of temporary traffic control zones.
6. Train all persons to select, place, and maintain traffic control devices.
7. If there is a side road intersection or ramps within the work area, additional traffic control may be needed on the side road approaches or ramp.

Traffic Cones

Traffic cones are required to be used every time an ATIS activation of 20 minutes occurs. Traffic Cones shall be orange in color, be a minimum of 28 inches high, and kept as clean as possible. Cones are used to channel traffic at the beginning of an incident scene where a lane is closed due to a traffic incident. Cones shall be used, where conditions permit, to separate the incident scene and the travel lane over the entire duration of the incident scene. At the end of the incident scene cones should be placed to channel traffic back into the open lane. Within the scene, all equipment and personnel should stay within the cone area. Traffic cones shall also be placed to the rear and side of the Hoosier Helper vehicles parked in the roadway.

Lane Closure Procedures

Lane closure practices may differ depending on the geographic area of the state. No matter what part of the State a Hoosier Helper is operating out of, lane closures are a last resort and should be done with extreme caution. Hoosier Helpers should be familiar with the Manual on Uniform Traffic Control Devices (MUTCD). The MUTCD defines the standards used by road managers nationwide to install and maintain traffic control devices on all streets and highways. A link to the MUTCD is http://mutcd.fhwa.dot.gov/index.htm. Each Hoosier Helper will also be issued a Work Zone Safety Manual Flip Book. This manual is to be carried by each technician while on patrol duty and used as a guide book to assist in proper lane closing techniques. An electronic version of the Manual is located at http://www.in.gov/dot/div/contracts/workzone.htm. For additional guidance the following figures are provided:
Single Lane Closure

Single-Lane Closure

Zones are to be set up by working up to the incident.
i.e. place four cones, drive ahead, place 4 more cones, then drive ahead until reaching the vehicle(s) involved in the incident

Table of Resources

<table>
<thead>
<tr>
<th>Item</th>
<th>Minimum Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Cones</td>
<td>8</td>
</tr>
</tbody>
</table>

Figure 7: Single Lane Closure

Multiple Units Responding: Leave minimum of 3 skip lines (120 feet) between Hoosier Helper vehicle and incident to allow room for ISP/Fire/EMS.

Single Unit Responding: Leave 1 skip line (40 feet)

Allow extra room for wrecker or ambulance

Minimum of four cone taper to close one lane. Place one cone at every other skip line.

Leaves a space of 2 skip lines between Hoosier Helper vehicle and first taper cone

OPTIONAL: Secondary Traffic Control Vehicle
Double Lane Closure

Double-Lane Closure

Zones are to be set up by working up to the incident, i.e. place four cones, drive ahead, place 4 more cones, then drive ahead until reaching the vehicle(s) involved in the incident.

- Use a minimum of one cone to show scene is complete.
- Allow extra room for wrecker or ambulance.

**Multiple Units Responding:**
- Leave minimum of 3 skip lines (120 feet) between Hoosier Helper vehicle and incident to allow room for ISP/Fire/EMS.

**Single Unit Responding:**
- Leave 1 skip line (40 feet)
- Leave a space of 2 skip lines between Hoosier Helper vehicle and first taper cone.

- Minimum of four cone taper. Place one cone at every other skip line.

- Minimum of four cones straight back. Place one cone at every other skip line.

**Optional:**
Secondary Traffic Control Vehicle

- Minimum of four cone taper. Place one cone at every other skip line.

Figure 8: Double Lane Closure
Closure on a Ramp or Curve

Lane Closure in a curve or ramp

Zones are to be set up by working up to the incident, i.e. place four cones, drive ahead, place 4 more cones, then drive ahead until reaching the vehicle(s) involved in the incident.

Table of Resources

<table>
<thead>
<tr>
<th>Item</th>
<th>Minimum Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Cones</td>
<td>12</td>
</tr>
<tr>
<td>Emergency Vehicles</td>
<td>2 + HH</td>
</tr>
</tbody>
</table>

- Allow extra room for wrecker or ambulance
- State Police: Vehicle positions closest to wrecked vehicle
- Multiple Units Responding: Leave minimum of 3 skip lines (120 feet) between Hoosier Helper vehicle and incident to allow room for ISP/Fire/EMS.
- Position other emergency vehicles between State Police and HH
- Position cones at least every other skip line from rear of HH vehicle through the end of the incident zone
- Leave a space of 2 skip lines between Hoosier Helper vehicle and first taper zone
- Minimum of four cone taper to close one lane. Place one cone at every other skip line.

Figure 9: Ramp/Curve Closure
All Lanes Closed
In the event all lanes are closed, the supervisor on duty, TMC Manager, Unit Foreman, or HIT 3 position should be called out to the scene. The first Hoosier Helper to arrive on the scene should talk to the ISP trooper on scene to inquire as to if/how they can assist in getting the roadway opened in a timely manner. ISP may direct the Hoosier Helper to perform a certain task. If the Hoosier Helper does not agree with ISP, the HH may make suggestions as needed. A Hoosier Helper may be sent to block entrance ramps to the I-system.

Shoulder Closure Procedures
In the event all a shoulder closure, the arrow board should be set to show a horizontal bar. Dots in the 4 corners are also acceptable, but the bar is the preferred message. In all shoulder closures, a traffic cone must be placed at the back corner of the Hoosier Helper vehicle closest to traffic. In the closure is expected to last greater than 20 minutes in duration, a minimum of a 4 cone taper should be created.

INDOT Maintenance Notification
In the event of a serious traffic incident, INDOT maintenance will be notified. Generally, maintenance is only called out in the event of an overturned semi that is blocking lanes of travel, or when a lane blocking incident is expected to have duration of greater than one hour. When a Hoosier Helper arrives on the scene of an overturned semi or lane blocking incident, the technician should find out the estimated lane closure duration and notify the TMC immediately. If the lanes are expected to be cleared fairly quickly, maintenance may only be notified. If it is expected that the lanes will take over one hour to clear, maintenance will be asked to respond to the scene. Once maintenance arrives, and has set up proper traffic control procedures, the Hoosier Helper is to resume patrolling their assigned route paying close attention to the traffic queue behind the overturned semi or lane blocking incident.

ATIS Activation
Among other things, ATIS is the system used to place messages on the Dynamic Message Signs and create voice segments for the Highway Advisory Radios. ATIS is intended to be used for lane closures extending greater than 20 minutes. ATIS is generally activated through the TMC or in some instances through the Hoosier Helper Vehicle.

In both Gary and Indianapolis, the TMC is to be notified immediately of all incidents. If the incident is expected to have duration greater than 20 minutes, the incident must be entered into ATIS. Currently in Indianapolis, the TMC is to place all messages on the Dynamic message signs. In Gary, either the TMC or the Hoosier Helper may place the message. In the Falls City area, TRIMARC is to be notified of any incident expected to last greater than 20 minutes.

To enter an incident into the ATIS system; follow the procedures below:
- Open the Helpdesk page from the shortcut on the desktop screen, http://indot.org/helpdesk/
- The tabs across the top of the screen provide a listing of all options available on this page. To access the ATIS system, click on the second tab titled “APPLICATIONS”. The left side of the page shows available systems in Gary. The Center of the page is the available systems in Indianapolis.
I am very pleased to announce that the long overdue release of the TMC Division Help Desk is finally completed. The previous version of the help desk, created in 1999, was showing its age. The original help desk was an experimental prototype that attempted to collect and organize online resources of value to the operators working in the Interim Indianapolis Traffic Management Center located at the Indiana Government Center. The prototype was successful as it was used for more than 5 years.

The Indianapolis Traffic Management Center has grown since the original site was created. We have moved into a new state of the art facility, and through the TMC modernization effort, it has joined with the

Figure 10: Helpdesk Start Page
• Depending on what system accessing, always use the option highlighted in green. For example, based on Figure XX:
  o If wanting to access the Gary system, click on “via fw-3” under the Primary ATIS System option.
  o If wanting to access the Indianapolis system, click on “via fw-1” under the secondary ATIS System option.
• After clicking on desired system, a username and password must be entered.
After logging in, a list of available features is provided on the left of the screen. To enter an incident, click on “Incident”.

The system will prompt the technician to answer eight questions about the incident. The questions ask about the road, location (mile marker), direction, lanes affected, problem, cause, consequence, and expected duration.

After the questions are answered, the system will ask if the answers are correct, and if the incident should be committed or changed. Always review the answers before committing an incident.

When an incident is committed, the message will be automatically sent to all the dynamic message boards in the immediate area of the incident. The system will also send out a page to certain INDOT employees. Once committed, an incident cannot be changed. Always double-check the question answers and make necessary changes before committing the incident.

There will be times when an incident needs to be terminated in ATIS before it expires. A message may also need to be changed when the status changes or if incorrect information was entered. Incidents cannot be modified in ATIS. If the status does change, the original incident must be terminated, and a new incident must be entered. An example of a status change would be an incident with an original duration of one hour that needs to be extended to three hours.

While logged into the ATIS system, an incident can be terminated by the following procedures:

- On the list of available features provided on the left of the screen, click on “terminate”.
- A list of active incidents will appear. Click on the incident number that should be terminated.
• The system will then ask if you are sure you want to terminate the incident. If yes, click on the “click here to confirm” text. A confirmation will appear confirming the termination.

Medical Aircraft Landing Procedures

In the event of a serious personal injury incident, a medical helicopter may be sent to the incident scene. ISP will notify the local hospital when a helicopter is needed, but a Hoosier Helper may need to assist with the Landing Zone (LZ) set-up. An ideal LZ consists of the following:

• 100 feet by 100 feet
• Level surface
• Hard surface or grass area
• Free of overhead obstructions, paying special attention to overhead power lines
• Clear of loose debris
• Clearly marked using five flares, weighted cones, and/or strobes; one at each corner of the landing zones, and one on the side the wind is coming from
• Secured from all foot and vehicle traffic

Figure 13 is provided for reference:

Figure 14: LZ Set-Up
Safety is essential when a helicopter is landing and taking off. Specific landing zone safety techniques are as follows:

- Persons on the ground should remain well outside the LZ and protect themselves and the patient from dust and flying debris
- At night headlights, floodlights, and photoflash equipment should never be aimed at the helicopter during landing or takeoff
- Place vehicles under power lines with emergency lights on to help mark hazards
- Make sure all vehicles used in marking the LZ are well outside the landing area
- Never approach the helicopter unless directed to do so by the flight crew
- Only approach the helicopter from the front in full view of the pilot
- Do not use people, police tape, or empty fire hose to mark the LZ

**Interstate Linear Referencing System**

Interstate route numbers provide information regarding the location and direction of travel. One or two digit, even-numbered Interstates are east-west routes, the numbers generally increasing from south (I-10) to north (I-94). Indiana has many east-west routes, including I-64 in Southern Indiana and I-80, I-90, and I-94 in Northern Indiana. Routes ending with a "0" are long-distance, generally transcontinental Interstates (I-70, I-80, and I-90 in Indiana).

One or two digit, odd-numbered Interstates are north-south routes, with numbers generally increasing from west (I-5 along the West Coast) to east (I-95 along the East Coast).

Routes ending with a "5" are long-distance, north-south Interstates (I-65 in Indiana).

**Interstate Mile Markers**

A much more specific indicator of location than Interstate route numbers is the Mile Marker.

On one or two digit Interstates, the numbering always begins at the south state line (for north-south Interstates) or the west state line (for east-west Interstates). Thus, Mile Marker 1 on I-65 is just north of the Kentucky State Line and Mile Marker 261 is near I-65's northern terminus at I-90 in Northwest Indiana. Likewise, Mile Marker 1 on I-70 is just east of the Illinois State Line and Mile Marker 156 is just west of the Ohio State Line. In other words, Mile Marker numbers always get larger as you travel north or east on one or two digit Interstates.

If an Interstate originates within a state, the numbering begins from the location where the road begins in the south or west. For example, Mile Marker 1 on I-164 near Evansville is near the southern terminus of I-164 at US 41, and Mile Marker 20 is near the northern terminus of I-164 in I-64. I-469 near Fort Wayne follows the same numbering convention, with Mile Marker 1 near its south junction with I-69 and Mile Marker 30 near its north junction with I-69. Likewise, I-265 in Southern Indiana near Louisville features Mile Marker 1 near its western terminus with I-64 and Mile Marker 6 near its eastern terminus with I-65. Finally, Mile Marker 1 of I-865 northwest of Indianapolis is near its western terminus with I-65 and Mile Marker 4 is near its eastern terminus with I-465.

Three digit Interstates with an even first number that form a complete circumferential (circle) bypass around a city feature Mile Markers are numbered in a clockwise direction. Numbering begins just west of an Interstate that bisects the circumferential route near a south polar location.

In other words, Mile Marker 1 on I-465, a 53-mile circumferential around Indianapolis, is just west of its junction with I-65 on the south side of Indianapolis (on the South Leg of I-465), and Mile Marker 53 is just east of this same South Leg junction with I-65. Indiana's other example is I-275, an 84-mile circumferential around Cincinnati that travels through three states, including just over three miles in Indiana. Mile Marker 1 on I-275 is just west of its junction with I-71/75 south of Cincinnati in Northern Kentucky, and Mile Marker 84 is just east of this same Northern Kentucky junction with I-71/75. In Indiana near Lawrenceburg, Mile Marker 15 is near the Kentucky State Line and Mile Marker 18 is near the Ohio State Line.
2/10th Mile Reference Markers

2/10 Mile Reference Markers are installed in Indianapolis, Northwest Indiana, Southern Indiana near Louisville, Evansville, Fort Wayne and Kokomo.

These 2/10 Mile Reference Markers are blue signs displayed every two-tenths of a mile in the median of Interstates, although they are placed every one-tenth of a mile along certain heavily traveled Interstates. The 2/10 Mile Reference Markers are also placed on US Routes and State Roads in the Evansville area, since these routes are significant to the overall highway system in the area, and on US 31 in the Kokomo area, a critical route in a region not directly served by the Interstate System.

The 2/10 Mile Reference Markers show the direction of travel, the Interstate's route shield and the Mile Marker location on the highway, to the tenth of a mile.

At interchanges, Ramp Reference Markers are positioned along the ramps indicating which ramp a motorist is traveling within an interchange. In an emergency, these signs serve the same purpose as the "street address" on other roads. 2/10 Mile Reference Markers aid motorists and emergency response vehicles in identifying their location or destination on the highway system. This enables crashes to be reached sooner, and stranded motorists can receive assistance more quickly.

Lane Referencing

A numerical referencing system should be used to reference travel lanes. Through travel lanes are numbered from left to right. Lanes should not be referenced as the "slow lane" or the “fast lane”. Barrier separated collector distributor systems shall have their own separate numbering. Acceleration and deceleration lanes at interchanges will not be numbered except in case of lane drops or adds.

The pavement adjacent to travel lanes should be referred to as “shoulders”. Shoulders are further referenced by either right of left, NOT inside or outside. The center of the roadway should be referred to as the “median”. The following pictures are provided to help further clarify the lane referencing system:
Figure 16: Lane Referencing Example 2

Figure 17: Lane Referencing Example 3
Sign Structures

In the event of damage to state property, it is important that the Hoosier Helper provide the TMC with correct information regarding the type of damage and the item that has been damaged. The photos below provide a visual example of different types of sign structures located throughout the state. When notifying the TMC of damage to a sign structure, the type of structure and location (roadway and mile marker) should be provided.
Figure 24: Monotube Truss Mounted Sign

Figure 25: Ground Mounted Sheet Sign
When reporting bridge damage to the TMC, a structure number, route name, distance and direction from intersection, and reference post information should be given.

Basic bridge anatomy terms are shown in the following figures:
Figure 30: Bridge Anatomy Variable Depth Girder Bridge
Impact Attenuators

There are many types of attenuators located throughout the state. When damage has occurred, the Hoosier Helper should do their best to properly identify the type of attenuator damaged. This ensures that the district will send out the proper equipment to repair the damage the first time. The following are examples of attenuators:
Figure 33: CAT system attenuator

Figure 34: ET-2000 Attenuator
Figure 35: Fleat-MT attenuator

Figure 36: GreatSystem Attenuator
Figure 39: Quad-Guard Elite Attenuator

Figure 40: React 350 Attenuator
Flagging Procedures

There are times when a Hoosier Helper will need to direct traffic with the use of a flagging device. These times may include temporarily stopping traffic for a tow-truck to maneuver into position or to upright an overturned commercial vehicle. Hoosier Helpers must remember that when they are flagging traffic they are responsible for the safety and lives of the people at work as well as the traveling public.
Flaggers shall use the following equipment and personal protective gear: hard hat or hi-viz soft cap (whichever is appropriate), safety vest, stop/slow paddle and flag when appropriate.

**Requirements for Flagging Operations**

Flagging operations are required in the following traffic situations:

- When one lane is alternately used for both directions of travel.
- When the roadway is closed for a short period of time to accommodate specific, short-term operations.
- When traffic speeds need to be reduced and traffic control devices will not reduce speeds by themselves.
- When inadequate motorist sight distance does not provide sufficient advance warning of highway work activities.
- When opposing traffic flow needs to be handled at an intersection.
- When installing and removing traffic control devices.
- Other situations where variable conditions require the exercise of judgment.

Flaggers should stand on the shoulder, next to the traffic he/she is controlling, or in the closed lane. The flagger should have a safe escape route planned during any flagging operation.

**Flagging Procedures**

There are three (3) basic signals a flagger may use to communicate with traffic. They are as follows:

TO STOP: Face traffic, look directly at the driver, extend the paddle into the traffic lane. Use the raised free hand for added emphasis.

TO PROCEED: Turn parallel to the road, turn the paddle to slow, use the free arm to motion traffic ahead for added direction.

**Flare Usage Guidelines**

Flare usage should be kept to a minimum. Flares are only to be used during nighttime conditions when poor visibility conditions, such as rain or snow, exist.

Flares may be used to direct traffic, but only in the event that a flashlight is not available. When using flares to direct traffic, only swing the flares underhand, never overhead. Sulfur is emitted from the flares and could cause injury to the person handling the flare.

If flares are placed on the pavement in conjunction with cones, the proper spacing should be two cones, then one flare. During nighttime conditions the proper spacing shall be one cone, then one flare.
Chapter 6 Motorist Assistance

Motorist services index

A complete listing of services provided by Hoosier Helper vehicles is provided below:

- Tagging of abandoned vehicles
- Traffic Control
- Cell phone use
- Diesel fuel
- Escort/transport of motorist
- Extinguishing of small fires
- Gas
- Water for overheated vehicles
- Information/Directions
- Jump Start
- First Aid
- Minor vehicle repairs
- Vehicle/debris removal from roadway
- Wake sleeping motorists
- Request that ISP call a wrecker
- Tire Change

Services not provided by Hoosier Helpers are:

- Transmission fluid
- Oil
- Anti-freeze
- Repair parts
- Lock-out tools
- Tire plugs
- Long-term traffic control
- Repairs that take longer than 20 minutes
- Starting fluid
- Repairs to Hybrid vehicles

Scope of Services

Hoosier Helpers are to strive to assist a motorist in 20 minutes or less. The longer a stranded motorist/disabled vehicle remains on the highway, the chances of secondary accidents increases. Hoosier Helpers are not mechanics in a service station. The technician is to provide necessary services to get the motorist off the interstate system. If the technician cannot get the motorist off the interstate in approximately 20 minutes, the technician should help the motorist to obtain a wrecker, or transport the motorist off the highway. It is understood that some assists, such as a multiple vehicle crash, may take greater than 20 minutes. The TMC should be notified of any assists that may consume a significant amount of time. If applicable, the TMC will call an INDOT maintenance unit to assist in the situation.

Abandoned Vehicle Procedures

Due to limited Indiana State Police resources, Hoosier Helpers are asked to assist in tagging abandoned vehicles. Hoosier Helpers and/or dispatchers are not allowed to call out wrecker services but they can request that ISP do it. When a Hoosier Helper comes across an abandoned vehicle, TMC dispatch should be notified of the vehicle make, model, color, and license plate state and number. If the license plate is not visible, the vehicle identification number (VIN) number should be used. The technician should approach the vehicles cautiously and check for signs that it is a stolen vehicle. Signs of a stolen vehicle include:

- Broken window(s)
- Broken steering column
- Punched locks
- Signs of Vandalism

If there are signs that the vehicle is stolen or signs of vandalism, TMC dispatch should be notified. Unless directed to remain on the scene, the Hoosier Helper should resume their regular patrol route. The TMC will notify ISP and a trooper will be sent to the scene. If the vehicle appears to only be abandoned, an orange Indiana State Police Abandoned Vehicle Notice sticker shall be placed on the vehicle. See figure 43 for proper placement and proper way to fill out the information on the notice stickers. The first notice sticker should be torn in half with one half placed vertically on the rear window of the car, and the other half placed on the drivers’ side window. If the windows are wet, the sticker shall be placed on the antenna. Caution must be used when placing the sticker on the drivers’ window. The technician will be on the traffic side of the vehicle and must look out for traffic. The safest way to place this sticker is after the sticker is placed on the rear windshield, walk behind the abandoned vehicle, then on the passenger side, and around the front of the vehicle. This ensures that the technician never has their back to traffic. On most interstates the vehicle may remain on the highway for 72 hours before it can be towed. After the allotted 72 hours, a second notice sticker shall be placed horizontally on the rear windshield above the first sticker creating a “T” shape. If the first sticker was placed on the antenna, the second sticker shall be placed directly below it on the antenna. In Indianapolis, within the I-465 beltway, the vehicle only need be abandoned for two hours before it can be towed. The second sticker should be placed two hours after the first sticker was placed. When the Indiana State
Police becomes aware that there are two stickers on the vehicle, meaning the time allotted has expired, they will arrange to have the abandoned vehicle impounded.

If the abandoned vehicle is a traffic hazard, advise the TMC. The Hoosier Helper is to stay with the vehicle, providing traffic control, until the Indiana State Police arrive. If it is suspected that the technician will be on scene for longer than 30 minutes, the TMC Unit Foreman shall be notified.

At the beginning of each shift, the Hoosier Helpers will be given an abandoned vehicle log printout. This log provides a listing of abandoned vehicles currently on the roadway and when the allotted time will expire. While patrolling, the technician should check the status of the vehicles on the list. If at any time during the patrol route the technician is unable to locate the abandoned vehicle, the TMC shall be notified.

**ABANDON VEHICLE TAGGING PROCESS**

![Abandoned Vehicle Tagging Process Diagram](image)

**Figure 43: Abandon Vehicle Tagging Process**
**Comment Card Procedures**

After assisting a motorist, Hoosier Helpers should provide the motorist with a comment card. This card allows the motorist to provide comments, good or bad, about their experience with the technician and the Hoosier Helper Program in general. The motorist should be encouraged to fill out the card at their convenience and mail it to the respective TMC. Hoosier Helpers are responsible for filling in their first name only and badge number on the top of the card before providing the card to the motorist. If the technician is assisting in a personal injury incident, comment cards need not be given out. In the event of a property damage only incident, the technician is to use their best judgment on whether to hand out a comment card or not.

**Escort Procedures**

There will be circumstances when a motorist needs to be escorted or transported off the highway for safety reasons. When escorting a motorist, the Hoosier Helper drives behind the disabled vehicle providing necessary traffic control. When transporting a motorist, the Hoosier Helper takes the motorist off the highway to a service area or 24-hour facility. It must be understood that when transporting a motorist, they are the responsibility of INDOT. Passengers may only be transported in the side compartment of the Hoosier Helper Vehicle, never in the front seat. Hoosier Helpers are not allowed to assist another motorist or stop at an incident scene while escorting or transporting a motorist. Motorists are to be transported to the nearest 24 hour facility, no further. Facilities should be located within one block of a highway exit. If the motorist needs to be escorted beyond the exit, contact the TMC Unit Foreman or supervisor on duty for authorization. Motorists are not to be transported to their area of work, home, etc. A Hoosier Helpers responsibility is to only see that the motorist is led safely off of the Interstate. Before escorting or transporting a motorist, the TMC should be provided with the number of passengers, gender, beginning vehicle mileage, and beginning destination. After the motorist has been dropped off at the nearest facility, the TMC should be provided with the ending mileage on the vehicle. If transporting a child, the child seat from the disabled vehicle must be used in the Hoosier Helper vehicle.

**Information/Direction Procedures**

Often times a Hoosier Helper comes upon a motorist who only needs directions or some type of general information. The technician is to assist the motorist as best as they can. If directions are needed, the technician may provide the motorist with a state map and show the motorist on the map what route they are to take. Hoosier Helpers should carry multiple state maps in their vehicle for these purposes.

**Overheating Procedures**

There are times when a Hoosier Helper will come across a motorist needing assistance with an overheated engine. Signs that a vehicle has overheated are:

- Antifreeze/coolant leaking beneath the vehicle
- Temperature gage is higher than normal or warning light on the dashboard.
- Overheating engine - steam from beneath the hood.
- Antifreeze/coolant on the floor of the passenger compartment.
- Poor heater or air conditioning performance

The technician must be very careful when looking into, or putting their hands or any other body part into an engine compartment. The technician should:

- Always wear safety glasses
- Keep all body parts away from open carburetor or air intake – assume it will backfire. Backfires can produce blindness and/or third degree burns.
- Be careful not to short the battery. Battery explosions can spray potentially burning/blinding acid.
- Never open the radiator cap of an overheated car. When it’s cool enough, use a rag to block any spray, and open very slowly.

If the overheated vehicle is located in a travel lane, the vehicle should be relocated to a safe location. If there is nowhere to relocate the vehicle, a wrecker should be requested, and a traffic control zone should be set up. If the radiator is cool enough to assist the motorist, the technician may add water in an attempt to allow the motorist to drive off the highway system. If the radiator is too hot and the motorist does not want the technician to call a wrecker, the technician may advise the motorist that he/she will return in approximately 30 minutes. The technician is to resume their patrol route and return to the overheated vehicle after ample cooling time has passed. If adverse weather conditions are present or if the vehicle is occupied with small children, the technician may use their best judgment as to whether to remain with the vehicle or resume patrolling.
Calling for a Wrecker

Before requesting a tow truck for a motorist, the Hoosier Helper is to make sure that the motorist does want a tow truck. Many motorists have AAA or some other service that they would prefer to call themselves. The motorist may use the technician’s cell phone to call for assistance if needed. If a motorist does not want a tow truck, notify the TMC of the vehicle make, model, color, road, direction, and mile marker then continue patrolling. While patrolling, continue to monitor the motorist awaiting assistance.

In Indianapolis and Gary, if the motorist does want the Hoosier Helper to call a tow truck, notify the TMC. In Falls City, the technician is to notify ISP directly. Under no circumstances is a Hoosier Helper to call out a wrecker company or recommend a specific wrecker service to a motorist. The Hoosier Helper is to provide the TMC, or ISP in Falls City, with the following information:

- Roadway location and direction including mile marker
- Vehicle description (make, model, color)
- Type or wrecker needed (use “Gross Vehicle Weight Chart” located in Appendix B to determine type of wrecker needed)
- Type of payment (cash or credit card)
- Number of passengers in the vehicle

A TMC operator will request that the Indiana State Police call a wrecker for the motorist. ISP will then provide the TMC operator the name of the wrecker service next on the revolving wrecker service call list who will be responding to the incident. TMC communications will provide the Hoosier Helper and motorist with the name of the wrecker service who will be responding. If the motorist does not request that the Hoosier Helper stay on the scene, the technician is to resume patrolling the area. If a wrecker has not shown up within 15 minutes of being called, notify the TMC.

Refueling Procedures

At times, Hoosier Helpers may come across a stranded motorist that has simply run out of gas. When this occurs, the technician may provide the vehicle with approximately one gallon of gas in order to enable the vehicle to proceed to the nearest refueling station. If a semi-truck requiring diesel has run out of gas, the technician may provide the truck approximately five gallons of diesel fuel to try to get the truck moving.

Tire Change Procedures

Hoosier Helpers must use extreme caution when changing a tire on a disabled vehicle. The technician should always face and constantly check oncoming traffic. If the disabled vehicle is close to the edge line, it should be relocated further off the roadway. If needed, the travel lane closest to the disabled vehicle can be closed. The Hoosier Helper vehicle should be used to block oncoming traffic. The wheels of the Hoosier Helper vehicle should be turned away from traffic. This ensures that if the Hoosier Helper vehicle is struck by an oncoming vehicle, the HH vehicle will not be pushed into traffic or the technician. If possible, the tire should be changed on flat ground. Before beginning a tire change, make sure that the parking brake on the disabled vehicle is set and that the tire is chalked. If the stranded

If the motorist does not have a spare tire; the technician may transport the motorist to the closest tire dealer. When airing a tire, make sure not to exceed the authorized tire pressure for the tire. The maximum pressure should be marked on the tire.

Disabled Motorist

A Hoosier Helper should always consider his/her safety before assisting a disabled motorist. If a technician cannot assist a motorist in a safe manner, the technician should call for assistance. The TMC should be notified whenever a technician comes across a disabled motorist. Before leaving the vehicle to assist a motorist, the technician must place the time, roadway location, direction, and mile marker, disabled vehicle license plate number and state of origin on the Hoosier Helper Daily Activity Log Sheet.
The technician should always approach a disabled vehicle on the side away from roadway traffic. The technician should walk to the rear of the Hoosier Helper vehicle, and approach the disabled vehicle from the passenger side. If the vehicle is in the median, the technician should approach the vehicle from the driver’s side.

Upon completion of the assist, the technician shall notify the TMC and complete the Hoosier Helper Daily Activity Log. The end time, and services rendered shall be recorded on the log sheet.

In the event supplies or materials were exhausted during the assist, the technician must replenish the materials to the recommended level.

Jump Start Procedures

When jump-starting a vehicle, try to avoid standing in between the vehicles. It is understood that to hook up the cables, the technician will need to stand between the vehicles, but try to make this time as short as possible. If the technician notices a sulfur (rotten egg) smell, a jump-start should NOT be attempted. This odor may mean that the battery is hot and there may be acid buildup. Proper PPE, eye protection and gloves, should be utilized when jump starting a vehicle.

The proper jump starting procedures are as follows:

- Attach + cable to the disabled vehicles battery post
- Attach – cable to the disabled vehicles ground source on the engine. This is often times located on the alternator bracket post labeled “GRN”.
- Plug cable into Hoosier Helper vehicle.
- To disconnect, reverse the order, i.e. first unplug cable from Hoosier Helper vehicle…

Minor Repairs to Vehicles

Hoosier Helpers are capable of providing minor repairs to motorists in need of assistance. The technician is to limit the time required to complete the repair to 20 minutes. If the repair cannot be made in approximately 20 minutes, a tow truck should be called, or the motorist should be transported from the roadway. Types of minor repairs technicians are capable of performing are; blown belts/hoses, fuse changes, minor electrical problems, provide screws or nuts and bolts, provide starting fluid, lubricants, fix-a-flat, etc. Repairs should not be provided to hybrid vehicles. Hybrid vehicles constitute a huge safety risk.

Private Tow Procedures

If a stranded motorist does not want a Hoosier Helper to arrange a tow truck for them, the technician should assist the motorist in obtaining a private tow. The technician cannot recommend a specific towing service to the motorist, but may provide the motorist with a phone book and a cell phone if needed. The technician should also help the motorist provide the towing agency of their choice with the exact roadway location, direction and mile marker, and what type of wrecker is needed. If the stranded motorist is elderly, female, accompanied with small children, etc. the technician may offer to stay with the motorist until the tow truck arrives. If the motorist declines the offer the technician is to resume their patrol route but periodically check on the motorist.

Daily Activity Log

Daily activity reporting is an important part of the Hoosier Helper program. Information documented on the Daily Activity Log Sheet is used to establish performance measures, prepare monthly and annual operating reports, and to keep statistics on services provided by the program. It is imperative that information recorded in the field by the technicians is correct and thorough. It is also essential that the data provided by the technicians be legible so that the TMC operators can enter correct information into a computer database. Technicians are also responsible for checking their Daily Activity Log before submitting it at the end of the shift. The technician should check to make sure that it all “makes sense” i.e. Finish time occurs after Time. Also check to be sure that assist times to do not overlap. One assistance should not begin before another one ends.

Standard instructions for entering of data onto the Daily Activity Log sheet include the following:

Hoosier Helpers must provide the information at the top of the Daily Activity Log Sheet for each work shift as completely and legibly as possible. Remember someone else will be transferring the data from the handwritten log to a computer database. Every column for each assist should be filled in completely. Columns include:

- **Arrive Time** – This column represents the time the Hoosier Helper physically arrived at an incident scene. Military time should be used.
**Road** – Enter the road using I-XXX for interstates, US-XX for U.S. numbered routes, and SR-XX for state highways.

**N E** – Enter the direction of travel based on the route. All even numbered Interstate routes are east/west. All the odd numbered routes are north/south. In effect, this column records what “side” of the Interstate the incident is on.

**Mile Marker** – Enter the mile marker where the incident occurred, to the nearest tenth if known. For directional ramps use the mile marker for the route you are closest to at the time. For regular exit or entrance ramps, the interchange number is usually the same as the mile marker.

**State** – Enter the two-letter identifier of the state in which the vehicle needing assistance is from. If no vehicle is involved, leave this field blank.

**License Plate Number** – Record the license plate number of the vehicle needing assistance. If no plate is visible, write “no plate” in this space, or write down the VIN number if possible. If the plate is a temporary plate, write “Temp” in the space and write down the numbers and letters displayed on the temporary plate. If multiple vehicles are involved, record separate plate numbers only for the vehicles that you relocate or whose occupants you provide first aid or some other service. If you provide services for the overall scene, such as traffic control or debris removal, only record the lead vehicle’s plate number. You may write the other plate numbers(s) in the comment space. Do not record each vehicle in separate rows. If no vehicle is involved, leave this column blank.

**Obstacle Type** – Enter what type of vehicle was involved or what was caused the incident. For Example, if a bus was involved, enter “B” in the column. The obstacle choice should be one of the following:

- B-Bus
- C-Car
- D-Debris
- E-Bicyclist
- H- Trailer
- M-Motorcycle
- P-Pedestrian
- R-RV
- S-Semi
- T-Truck
- V-Van
- O-Other

**Services Rendered** – Record the services provided. See the attached “Guidelines for Recording Services Rendered”.

**Obstacle Location** – Record where the incident has occurred. The location choices should be one of the following:

- A-All Lanes Closed
- D-Ditch
- I-Inside Shoulder
- L-#-Lane Number (see table)
- O-Outside Shoulder
- R-#-Ramp Lane Number (see table)
- RX-All Ramp Lanes Closed

Lane and ramp lane numbers are displayed below. Counting of lanes begins with the left most lane being number 1, with increasing numbers as you move to the right lane by lane.

<table>
<thead>
<tr>
<th>Lane/Ramp #</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5 O</td>
</tr>
</tbody>
</table>

INSIDE SHOULDER

OUTSIDE SHOULDER
**HH Remove Vehicle Time** – Record the time (military time) the technician removed a vehicle from the roadway. This column may not be used in all entries.

**10-51 Arrive Time** – Record the time a wrecker physically arrived on scene. This column may not be used in all entries.

**ISP Arrive Time** – Record the time ISP physically arrived on scene. This column may not be used in all entries.

**INDOT Maintenance Arrive Time** – Record the time INDOT Maintenance physically arrived on scene. This column may not be used in all entries.

**Lane Open Time** – Record the time lanes of traffic were opened. If multiple lanes were closed record what lane was opened and the time the lane was opened. This column may not be used in all entries.

**Finish Time** - Record the time that you departed the incident scene. Military time should be used.

**Guidelines for Recording “Services Rendered”**

1. Keep in mind that the data recorded on the log sheet is used for multiple purposes. Accuracy is very important. Record only those services that were a significant part of the work. Incidental services that were unrelated to the cause of the stop should not be recorded.

2. Only record services that you provide, even if you work at an incident scene where other Hoosier Helpers are also providing services. If you assist another technician, for example, change a tire, only one of you should record a tire change on the Daily Activity Log. If however, you actively direct traffic while the other technician changed the tire, you should report traffic control, while the other technician reports a tire change.

3. If assisting in a multiple vehicle crash, only record separate assists for the vehicle(s) that you relocate or whose occupants you provide with first aid or some other service, otherwise, only record one assist.

4. Service Rendered choices should be one of the following:
   - A-Abandoned – Use when actually tagging a vehicle. Stopping to check on a vehicle that has already been tagged should be recorded as N – No Report.
   - B-Traffic Control – Use when actively directing traffic or use vehicle, arrow/message board, and/or lights to block a travel lane or a ramp or to warn motorists of unusual lane changes, sudden stops, or other hazards ahead.
   - C-Used Cell Phone – Use this code when you allow the motorist to use a state cell phone. Record cell phone usage on the Cell Phone Log as described in Chapter 4.
   - D-Diesel – Use when providing diesel to a disabled vehicle.
   - E-Escort – Use when either escorting or transporting a motorist off the highway.
   - F-Fire – Use when a vehicle or grass fire has occurred.
   - G-Gas – Use when providing gasoline to a disabled vehicle.
   - H-Water – Use when providing water to a disabled vehicle.
   - I-Information – Use when providing information or directions to a motorist in need of assistance.
   - J-Jump Start – Use when using a Hoosier Helper vehicle to jump start a disabled vehicle.
   - K-First Aid – This code is to be used when a technician administers First Aid.
   - M-Minor Repairs – Use when performing minor repairs to a disabled vehicle.
   - N-No Report – This code is used when checking on the welfare of a motorist. For example, when the technician comes upon a motorist pulled over on the side of the road talking on a cell phone. This code can also be used if a motorist declines assistance.
   - O-Other –
   - R-Removed from Roadway – Use when removing debris from the roadway or pushing/pulling a disabled vehicle from the roadway.
   - S-Woke Sleeping Motorist – Use when a motorist is asleep in a vehicle. Upon wakening of the motorist request that they leave the highway system and explain that it is dangerous to be in a parked car on the highway system.
   - T-Tire – Use when changing a tire for a stranded motorist.
   - W-Wrecker – Use when requesting a wrecker service from TMC communications/ISP.
   - X-Accident – Use when a traffic accident has occurred.

A copy of the Daily Activity Log is provided in Appendix A.
Chapter 7 Emergency Operations

Agency Assistance

Multi-Agency coordination is essential to providing effective incident management. In order to keep the highways moving, Police, Fire, EMS, INDOT, and all other agencies must be in communication. Hoosier Helpers are generally the first INDOT representative on scene. Upon arrival to a scene where other agencies are already present, the Hoosier Helper shall establish Unified Command and perform a scene assessment to determine what actions and resources are required from INDOT. The technician should assist other agencies as needed. INDOT should have someone, either a Hoosier Helper, Supervisor, or maintenance personnel, on scene to coordinate and relay incident specifics back to the TMC. The TMC should be updated on the scene status at least every 30 minutes. If multiple Hoosier Helpers are on scene, consideration should be taken regarding splitting the radio channels. This involves all units participating in an incident to switch to the “car-to-car” channel on the radio system. This will free up the primary radio channel for normal radio traffic. Communication and coordination should take place between INDOT and all state agencies on scene for the total incident duration.

Debris Removal from Travel Lanes

Debris located in a travel lane can present a serious threat to traveling motorists. Motorists may run over the debris causing vehicle damage or the debris to go air borne causing damage to other vehicles. Motorists may also slow down causing slowed traffic which often results in rear-end collisions.

When a Hoosier Helper comes across debris in the roadway that can be easily removed, the Hoosier Helper should remove the debris the safest way possible. The technician may park their vehicle behind the debris in order to remove the debris, or may park on the shoulder and run into the travel lanes to remove the debris. The safest method should always be used.

If one technician is unable to safely remove the debris, the technician may call for a second technician to assist or may request a traffic break as a last resort.

If debris located in the roadway is too large for a Hoosier Helper to remove, notify the TMC operator. The operator will notify INDOT maintenance. While the Hoosier Helper is waiting for maintenance to arrive, traffic should be safely directed around the obstruction.

If a Hoosier Helper is dispatched and en route to an area with reported debris and come upon a stranded motorist, the technician should notify TMC dispatch of the motorist. If the stranded motorist is in the roadway, the technician should try to remove the motorist from the traffic flow. If the motorist is not located within the flow of traffic, the technician should proceed to the debris that needs removed. After removing the debris, the technician should return to assist the stranded motorist.

Debris removed from the roadway, if possible, shall be left in the grass next to the roadway shoulder. The debris that is to be removed is not the property of the state and it must not be brought to the TMC. If the technician removes an item from the roadway which has value, the item must be turned into the TMC Unit Foreman at the first available opportunity.

Emergency Vehicle Operations (Signal 10)

There are times when a technician may need to exceed the posted speed in order to arrive at an incident scene quicker. This is referred to as “Signal 10”. Caution must be used when running Signal 10, if involved in an accident, or cause an accident, both the technician and the State can be held liable. Speeds in excess of 75 miles per hour are not acceptable. Signal 10 may be utilized after a confirmed report of one of the following situations:

- Personal Injury (PI) Crash:
  - To provide traffic control for other emergency apparatus
  - When a lane blockage has occurred
  - To remove blockage from a lane after an injured motorist has been removed
- Property Damage (PD) Crash:
  - When a vehicle(s) is in the travel lanes of traffic
• Traffic Hazard in roadway:
  o To remove a stalled vehicles in the roadway
  o To remove objects in the roadway that are hazardous to the motoring public

• Vehicle Fire

When responding Signal 10 to an incident, the technician must travel in the high speed lane only. All lights, except work lights and take-down lights, on the Hoosier Helper vehicle should be activated. Upon arrival of the scene, the front emergency lighting should be turned off, but the rear lighting, including arrow board, is to remain on. This lighting configuration warns traffic coming upon the incident, but does not draw unnecessary attention from traffic approaching in the opposite direction.

**Fatality Crashes**

Fatal Crashes will occur on the Highway System. When a fatality occurs, the ISP investigating officer on scene is in charge. Upon a Hoosier Helpers arrival to the scene, they are to protect the scene. Traffic control should be set-up, as needed, to provide the least amount of traffic disruption. The Hoosier Helper is not to move anything or begin roadway clean-up until cleared through the investigating officer on scene. The technician is also to communicate with ISP to update the TMC on road/lane closure durations. Any change in the incident scene should be reported to the TMC.

If the technician is unsure if an incident resulted in a fatality or not, the technician should ask an ISP Trooper before beginning roadway clean-up.

If roadway closures are expected to be lengthy in duration, an INDOT maintenance unit will be dispatched to the scene. The Hoosier Helper should provide traffic control until maintenance arrives. Upon maintenance arrival, the technician is to inform the TMC of what unit is on scene, and the radio channel on which the unit is operating. The technician may also remind the maintenance unit that they are to notify the TMC of any lane status changes. The technician should then resume their patrol route.

**First-Aid/CPR Procedures**

Hoosier Helpers must always be prepared and ready to act with proper CPR/First Aid methods. First Aid/CPR services may be required at any time. All Hoosier Helpers are required to complete and maintain a basic First Aid/CPR certification within the first year of hire.

When performing CPR it is important for the technician to always take care of themselves before the injured person; always wear proper PPE.

Sample/Refresher Training may be conducted throughout the year as part of the bi-weekly safety meetings.

**Grass Fires**

If a Hoosier Helper comes upon a grass fire they are to notify the TMC, who will notify the Fire Department, immediately. Even if the fire is small, the Fire Department should still be notified. Small grass fires can quickly grow into large grass fires, especially in dry weather.

If the fire looks to be containable, the technician should use their H2O fire extinguisher to extinguish the fire. Once that extinguisher is exhausted, the five gallon water container in the Hoosier Helper vehicle may be used. The technician is never to stand down wind of a fire.

If the fire looks to be non-containable, position the Hoosier Helper vehicle for traffic control as needed. Do not position the vehicle in smoke, or other non-visible location. If smoke is creating hazardous driving conditions, the roadway should be shut-down and ATIS should be activated.

**Vehicle Fires**

If a Hoosier Helper comes upon a vehicle fire they are to notify the TMC, who will notify the Fire Department, immediately. Even if the fire is small, the Fire Department should still be notified.
Upon arrival on the scene of a passenger car fire, the technician should safely check the vehicle to make sure there is no one in the vehicle, and then notify the TMC if an ambulance is needed. Do not under any circumstances attempt to re-locate a burning vehicle. ATIS should be activated if lanes are blocked due to the burning vehicle. Even if the vehicle is located on the shoulder, the lane directly adjacent to the burning vehicle should be closed. It is not safe to have traveling motorists that close to a burning vehicle. The technician is never to stand down wind of a fire.

If a passenger car is fully engulfed with flames, do not attempt to extinguish the fire, let it burn until the Fire Department arrives. The technician is to contain the scene by setting up 5-6 vehicle lengths behind the burning vehicle to allow space for fire apparatus, and set-up a proper traffic control zone.

If a passenger car is only beginning to burn, attempt to control the fire with a fire extinguisher until the fire department arrives. Never stand down wind when using a fire extinguisher, and always wear safety glasses when discharging a fire extinguisher. When discharging a fire extinguisher, the extinguisher should be pointed at the base of the fire. The technician should stand at least 5 feet from the burning vehicle when discharging an extinguisher. When fighting a vehicle-fire, never stand in front of gas charged cylinders such as those located behind the vehicle bumpers. Hatchbacks and shock absorbers are also common locations for gas charged cylinders. These cylinders may explode during a vehicle fire.

In the event of a major fire incident, such as a semi fire, stay as far away from the scene as possible while still being able to monitor the scene. If the Fire Department is on scene before a Hoosier Helper, the technician should set up a traffic control zone. If the Hoosier Helper is the first to arrive on scene; attempt to find the driver and find out what was being hauled in the semi. Conduct a scene assessment and notify the TMC of wind direction and type of material being hauled, type of vehicle involved, and advise if any ramps need to be shut down. A Supervisor (HIT 3 or higher) should be dispatched to the scene. Update the TMC of any scene changes at least every 30 minutes. If any roadway damage is expected, the TMC should be notified so that maintenance can respond.

HAZMAT Incident Procedures

In any incident there is the possibility of HAZMAT being involved, in which case the Hoosier Helper and TMC may be called to assist in determining the correct response. The Emergency Response Guidebook published by the federal government is a key method for First Responders to identify the HAZMAT and the correct response needed.

Using the Emergency Response Guidebook.
This guidebook is broken down into five sections:

White Pages located in the front and back of the book contain general information and includes instructions on how to use the guidebook, safety precautions, who to call for assistance, hazard classification system, placard identification, rail car and road trailer identification charts, protective clothing, fire and spill control, criminal and terrorist use of chemical/biological agents, and glossary.

Yellow-bordered pages: Index list of dangerous goods in numerical order of ID number. This section quickly identifies the guide to be consulted from the ID number of the material involved. The list displays the 4-digit ID number of the material followed by its assigned emergency response guide and the material name.

<table>
<thead>
<tr>
<th>For example:</th>
<th>ID No.</th>
<th>Guide No.</th>
<th>Name of Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acetone</td>
<td>127</td>
<td>1090</td>
<td></td>
</tr>
</tbody>
</table>

Blue-bordered pages: Index list of dangerous goods in alphabetical order of material name. This section quickly identifies the guide to be consulted from the name of the material involved. This list displays the name of the material followed by its assigned emergency response guide and 4-digit ID number.

<table>
<thead>
<tr>
<th>For example:</th>
<th>Name of Material</th>
<th>Guide No.</th>
<th>ID No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sulfuric acid</td>
<td>1830</td>
<td>137</td>
<td></td>
</tr>
</tbody>
</table>

Orange-bordered pages: This section of the guidebook is the most important because it is where all safety recommendations are provided. It comprises a total of 62 individual guides presented in a two-page format. Each guide provides safety recommendations and emergency response information to protect yourself and the public. The left-hand page provides safety-related information,
whereas the right-hand page provides emergency response guidance and activities for fire situations, spill or leak incidents, and first aid. Each guide is designed to cover a group of materials which possess similar chemical and toxicological characteristics. The guide title identifies the general hazards of the dangerous goods covered.

**For example: Guide 124 - Gases-Toxic and/or Corrosive-Oxidizing**

Each guide is divided into three main sections:

The first section describes **potential hazards** that the material may display in terms of fire/explosion and health effects upon exposure. The highest potential is listed first. The emergency responder should consult this section first. This allows the responder to make decisions regarding the protection of the emergency response team as well as the surrounding population.

The second section outlines suggested **public safety** measures based on the situation at hand. It provides general information regarding immediate isolation of the incident site, recommended type of protective clothing and respiratory protection. Suggested evacuation distances are listed for small and large spills and for fire situations (fragmentation hazard). It also directs the reader to consult the tables listing the Toxic Inhalation Hazard (TIH) materials and water-reactive materials (green-bordered pages) when the material name is highlighted in the yellow-bordered and blue-bordered pages.

The third section covers **emergency response** actions, including first aid. It outlines special precautions for incidents which involve fire, spill or chemical exposure. Several recommendations are listed under each part which will further assist in the decision making process. The information on first aid is general guidance prior to seeking medical care.

**Green-bordered pages:** This section contains a table which lists, by ID number, TIH materials, including certain chemical warfare agents, and water-reactive materials which produce toxic gases upon contact with water. The table provides two different types of recommended safe distances which are "Initial isolation distances" and "Protective action distances." The materials are highlighted for easy identification in both numeric (yellow-bordered pages) and alphabetic (blue-bordered pages) lists of the guidebook. The table provides distances for both small (approximately 200 liters or less) and large spills (more than 200 liters) for all highlighted materials. The list is further subdivided into daytime and nighttime situations. This is necessary due to varying atmospheric conditions which greatly affect the size of the hazardous area. The distances change from daytime to nighttime due to different mixing and dispersion conditions in the air. During the night, the air is generally calmer and this causes the chemical to disperse less and therefore create a toxicity zone which is greater than would usually occur during the day. During the day, the chemical is generally dispersed by a more active atmosphere. The chemical will be present in a larger area; however, the actual area where toxic levels are reached will be smaller (due to increased dispersion). It is the quantity of the chemical that poses problems, not its mere presence.

**Condensed version on using the guidebook:**

1. **ID the material by finding any one of the following:**
   - The 4-digit ID number on a placard or orange panel
   - The 4-digit ID number on a shipping document or package
   - The name of the material on a shipping document, placard or package

   If an ID number or name of the material cannot be found:
   - Turn to Guide 111 NOW and use it until additional information becomes available

2. **Look up the material’s 3-digit guide number in either:**
   - The ID number index (yellow-bordered pages)
   - The name of the material index (blue-bordered pages)

3. **Turn to the numbered guide (orange-bordered pages) and read carefully.**

**Notes:**

1. If a numbered guide cannot be obtained by following the above steps and a placard can be seen, locate the placard in the table of placards and then go to the 3-digit guide shown next to the sample placard.
2. If the guide number is supplemented by the letter "P", it indicates that the material may undergo violent polymerization if subjected to heat or contamination.

3. If the index entry is highlighted (in either blue or yellow), it is Toxic Inhalation Hazard (TIH) material or a Dangerous Water Reactive Material. Look for the ID number and name of the material and begin protective actions immediately.

4. Use guide 112 for all explosives except for explosives 1.4 (Explosives C) where guide 114 is to be consulted.

Copies of this guide are located at various consoles in the TMC. Additionally, an electronic copy is located on the TMC division helpdesk (http://indot.org/helpdesk/) under the “REFERENCE” tab. Here the manual can be viewed in its entirety or searched by material name or identification number.

Fuel Spill Recovery

In the event of a chemical spill, other than diesel fuel, the Hoosier Helper should maintain a safe distance from the scene. The technician is not to approach the scene unless absolutely sure of what the chemical is and the effects it may have. If unsure of the chemical type, refer to “The Table of Placards and Initial Response Guide to Use on Scene” located in Appendix B.

When a technician arrives on the scene of a diesel fuel leak, the technician should put on gloves and eye protection, protect the scene, set-up traffic control, and attempt to find the source of the leak. Once the source is found a spill pool, plug-and-dike, or any other means possible should be used to stop/contain the leak. The technician should also remember to turn off the crossover/bypass valve on the truck. By turning off this valve, only half of the truck can empty.

If the technician needs to crawl around on the ground or may come into contact with the hazardous material, proper PPE should be worn. This includes gloves, eye protection, TYVEK suits, and a hard hat. Gloves and eye protection should be put on as soon as the technician arrives on scene, regardless of whether or not contact with the material is made.

The technician should try to minimize the amount of hazardous material entering the public sewer system or waterways. This can be done by placing a trash bag or a mud flap over a drain, then placing absorbent socks around the drain, and finally by placing sand or corn cobs to create a dike around the absorbent socks. The technician should advise the TMC if and how much material has entered the drainage system, creek, etc.

The motor carrier whose semi was involved in the spill is responsible for starting a spill recovery contractor. If the carrier is slow to dispatch an agency, ISP may step-in and start their own recovery agency. Under no circumstances is a Hoosier Helper to start spill-recovery. If a technician does call a recovery contractor, INDOT will be responsible for the charges. The technician on scene is to coordinate and communicate with ISP and the motor carrier to ensure that spill recovery is enroute. The technician should obtain an estimated time of arrival, and continually follow up until the recovery agency arrives.

Personal Injury Crashes

In the event of a personal injury crash where the motorist is able to move their own vehicles, the vehicles involved should be removed from the roadway as quickly as possible. When first arriving on scene, the Hoosier Helper should position his/her vehicle 4 to 5 vehicle lengths behind the last crash vehicle to allow for responding emergency apparatus to arrive. Once other emergency equipment is on the scene and if travel lane(s) are restricted, the Hoosier Helper vehicle should be positioned to provide traffic direction and a safety zone should be set up.

In the event of a personal injury crash involving serious injuries, advise the TMC that an ambulance is needed, and render first-aid until medical support arrives. If not already done, position the Hoosier Helper Vehicle for traffic direction and set-up a safety zone upon arrival of medical support. Advise the TMC once medical support has arrived on scene. If scene reconstruction is not required, the Hoosier Helper should begin to clean up the scene as soon as possible. If unsure if scene reconstruction will be needed, ask the investigating ISP officer on scene. Communication must be established with the investigating ISP officer (or other agency working the crash) to determine when crash clean up can begin, when removal of vehicles from travel portion of the roadway can begin, and the expected incident duration.

Whether minor or serious injuries have occurred, a scene assessment should be conducted and information relayed to the TMC at a minimum of every 30 minutes. If ISP is on scene, they will order a wrecker. If ISP is not on scene, the TMC should be informed of the type and quantity of tow trucks required for the incident. The TMC will request that ISP dispatch the tow truck(s). In New Albany, the Hoosier Helpers are to request tow trucks directly from ISP.
Property Damage Crashes

In the event of a property damage only crash, the vehicles involved should be removed from the roadway, if possible. When arriving on scene, the Hoosier Helper should set-up a safety zone, provide traffic direction, and position their vehicle 4 to 5 vehicle lengths behind the last crash vehicle to allow for responding emergency apparatus to arrive. Once emergency equipment is on the scene and if travel lane(s) are restricted, the Hoosier Helper vehicle may need to be re-positioned to provide traffic direction. A scene assessment should be conducted and information relayed to the TMC at a minimum of every 30 minutes. The TMC should be informed of the type and quantity of tow trucks required for the incident. The TMC will request that ISP dispatch the tow truck(s). In New Albany, the Hoosier Helpers are to request tow trucks directly from ISP. If there are no lane restrictions when emergency apparatus arrive on scene, the Hoosier Helper is to resume their normal patrol route. ISP can handle the incident from this point.

Traffic Break Procedures

Traffic Breaks are a controlled weaving procedure used to slow traffic. They are mostly used when traffic needs to be slowed down so that something can be removed from the roadway. Traffic breaks are very disruptive and should only be done when no other options exist. Traffic Breaks are a last resort. In the event three lanes or less need to be slowed, one Hoosier Helper can perform the break. If more than three lanes of traffic need to be slowed, the Hoosier Helper should call for assistance. Either another Hoosier Helper or an ISP unit can assist in the traffic break.

Traffic Breaks may be performed under the following circumstances:

- If traffic cannot be safely stopped via other means due to vehicle speeds greater than 25 mph
- A motorist with a flat tire and no spare if the disabled vehicle is located on a shoulder that is not wide enough to accommodate the vehicle or if the vehicle is totally or partially located in a travel lane
- A vehicle involved in an accident that is located on a shoulder that is not wide enough or if the vehicle is totally or partially located in a travel lane
- There is no other location to re-locate a vehicle, via other means, within ½ mile
- A stalled vehicle located in the travel lanes that is able to be moved

The proper procedures for performing a traffic break are as follows:

- Establish radio communications on dedicated non-dispatch talk group with the unit at the scene of the obstruction/hazard.
- The break should begin at least one and one half (1-1/2) miles before the roadway obstruction.
- Truckers should be notified via CB, channel 19, of the traffic break location, starting mile marker, and that a Hoosier Helper will be performing the break. Often truck drivers will assist in slowing of the traffic.
- Notify the TMC and other Hoosier Helpers when and where a break is going to begin.
- Be aware of any ramps feeding the highway in the area of the traffic break. If needed, position another unit on the ramps to slow traffic.
- Begin in the center travel lane
- Activate all vehicle lights and the arrow board. The arrow board should display a horizontal bar.
- Start to make a very tight weave in the center lane. The closest vehicle should be 5-6 car lengths behind the Hoosier Helper vehicle.
- Gradually decrease speed to no less than 40 mph.
- Gradually increase the weave to cover the affected lanes of traffic.
- The technician may stick their arm out the window and wave in an up and down motion for traffic to slow down.
- The weave pattern is from the center lane, then left, then right.
- Rear and side mirrors should be constantly checked. If a vehicle speeds ahead of the technician conducting the traffic break, notify the technician, or ISP unit, positioned with the disabled vehicle or debris.
- Inform the technician, or ISP unit, positioned with the disabled vehicle of the last vehicle before the traffic break begins.
- Once the obstruction has been removed from the roadway, gradually increase speed and turn off lights and arrow board.
- The technician may stick their arm out the window and motion for traffic to continue on.
- Notify the TMC that the traffic break is complete.
Vehicle Stalled in Travel Lanes

A Hoosier Helper should make every attempt; push, pull drag, etc., to remove a vehicle stalled in the travel lanes. If necessary provide a traffic break as described in the previous section. If the vehicle cannot be removed from the roadway for any reason, traffic control should be set up and the TMC notified so that a wrecker can be called.

In the event a semi is blocking travel lanes and the air brakes on the vehicles are locked, the following guidelines shall be followed:

- If the air line is broken, take a pair of vise grips and clamp on to the air line before the brake, then take a 9/16” wrench and back the slack adjuster all the way out until the brake is free. The tank should then be re-aired to at least 100 psi. This procedure should only be done to get the truck out of the roadway. The truck is not to be driven on the roadway! Remember to remove the HH equipment from the truck.
- If the air compressor is not working, take out one of two plugs on the air tank on the semi. Be sure the air pressure is down before pulling plug. Install the air fitting and re-air the tank to at least 100 psi. The semi can then be driven out of the travel lanes. The semi is not to be driven down the roadway.
Chapter 8 Equipment Operations and Maintenance

Hoosier Helper Vehicles

Hoosier Helper vehicles shall be operated in a safe and courteous manner at all times. When responding to most incidents, the vehicle will be driven within the posted speed or with the prevailing speed of traffic. Technicians may drive on paved shoulders in the event of slowed or stopped traffic. Vehicle speeds on a shoulder should not exceed 25 MPH. The technician shall constantly observe traffic, and watch for debris on the shoulder. Turnarounds located in the median of the Interstate may be utilized only in emergency situations and provided the movement is done safely without creating hazardous conditions to the technician or motorists. Seat belts must be worn at all times while operating a State Vehicle. If transporting a motorist, the motorist must also wear a seat belt. Smoking is not permitted in a state vehicle at any time. If a Hoosier Helper is caught smoking in a vehicle or not wearing a seat belt, they may be subject to disciplinary action.

Technicians will adhere to the specific techniques provided in the on-the-job training program for performing required tasks.

Exiting Vehicle

1. Upon arriving at the scene to make a motorist assist, the technician should stop the vehicle an adequate distance from the other vehicles to allow a safe re-entry to the roadway without backing the Hoosier Helper vehicle. The technician must assess the situation to define the level of assistance needed as well as the safest and most expedient methods to successfully complete the response. The technician should utilize side mirrors to check for traffic before opening the doors and exiting the vehicle.
2. The technician should always approach a disabled vehicle on the side away from roadway traffic. The technician should walk to the rear of the Hoosier Helper vehicle, and approach the disabled vehicle from the passenger side. If the disabled vehicle is located in the median, the technician should approach the vehicle from the driver side.
3. The engine of the Hoosier Helper Vehicle should be kept running while the vehicle is in service in the designated patrol area.
4. The wheels of the Hoosier Helper vehicle should be turned away from moving traffic. This is done to prevent the vehicle from being pushed into moving traffic or the work area in case it is hit from behind.

Vehicle Maintenance/Inventory

1. The Hoosier Helper vehicle must be kept clean at all times, both inside and out.
2. Cleaning of the vehicle and replenishing of supplies shall be completed in the 30 minute allotted time allowance.
   a. In Indianapolis and Falls City, the allotted time is 30 minutes before the end of the AM shift, and 30 minutes after the beginning of the PM shift.
   b. In Gary, the allotted time is either 30 minutes before the end of the shift, or the first 30 minutes of a shift. In the event, multiple technicians are sharing a vehicle for different shifts, every attempt should be made to have the vehicle cleaned and re-supplied before the start of the next shift.
3. A daily vehicle inspection form must be completed before the start of every shift, and at the end of every shift.
4. The technician is accountable for all tools and equipment contained within the vehicle.
5. Each vehicle is equipped with three fire extinguishers. Each fire extinguisher should be up-dated monthly and returned to the parts room when used.
6. The technician is responsible for checking the preventative maintenance sticker located in the windshield of their vehicle daily to ensure that oil changes are conducted when needed.
7. The vehicle must be re-fueled before the completion of every shift.
8. Gas tanks in all vehicles should never fall below ¼ tank.
9. The roof vent should be opened during normal operations. This vent allows the gas vapors to escape the vehicle. In the event of rain or snow, the vent should be closed to eliminate moisture getting into the vehicle.
Daily Vehicle Inspection Form

A Daily Vehicle Inspection form is located on the back side of the Daily Activity Log. The form must be completed before the start of each shift and at the end of each shift. For each item on the list, a √ should be placed for each operational item, and an X should be placed for each defective item in either the “before shift” or “after shift” column. Accident/Incident forms should be completed as appropriate and submitted to the supervisor. A copy of the Vehicle Equipment Checklist is provided in Appendix A.

Fuel

1. A Fleet Fuel Card must be used to obtain all fuel
2. Check list of approved merchants before entering fuel card into card reader.
3. To Fuel a Hoosier Helper Vehicle (all vehicles are diesel fuel only)
   a. Swipe Fleet Card through the card reader
   b. When prompted enter vehicle commission number using the key pad at the gas pump
   c. When prompted enter current vehicle mileage using the key pad
   d. After fueling the vehicle, request a receipt be printed
   e. Obtain receipt and sign it
   f. Turn in vehicle receipts daily to the Traffic Management Centers Administrative Assistant
4. To Fuel a Gas Can
   a. Place fuel can on the ground outside of the vehicle
   b. Swipe Fleet Fuel Card through the card reader
   c. When prompted enter commission number, commission numbers are as follows:
      i. For Indianapolis and Falls City: Gas is 999996, Diesel is 999997
      ii. For Gary: Gas is 999998, Diesel is 999999
   d. When prompted enter mileage to be zero (0)
   e. Obtain receipt
   f. Sign the receipt
   g. Turn in vehicle receipts daily to the Traffic Management Centers Administrative Assistant

Tire Repair and Replacement

1. At the end of a shift, drop damaged tire off at the tire bay located in the garage area of the TMC. Pick up another spare tire and immediately place in Hoosier Helper vehicle.
2. If more than one flat tire occurs during the same shift, contact a shift supervisor. The supervisor will deliver a spare tire to the technician.
3. Using a repair company for any tire repairs must be authorized by the Hoosier Helper Unit Foreman prior to any repairs being done.

Arrow Board Operation and Maintenance

Most Hoosier Helper Vehicles are equipped with an arrow board. Arrow boards are used as a traffic control device. They are provided to assist in directing traffic, and for the protection of persons at the scene of an incident.

An arrow board should be used when one or more lanes of traffic are blocked and/or when a roadway shoulder is obstructed. If a shoulder is obstructed, the arrow board should show either a bar, or four corners lit rather than an arrow.

The arrow board is operated/controlled from within the Hoosier Helper Vehicle. If the board is going to be in use for an extended period of time, the throttle assist unit should be activated.
The Hoosier Helper should always visually inspect the arrow board while in use to make sure the bulbs are functioning properly and the arrow is pointed in the correct direction. Upon completion of using the board, the technician should make sure the board is in the down position before driving the Hoosier Helper vehicle.

Having an arrow board on a Hoosier Helper vehicle creates clearance issues for the vehicles. It is important for each Hoosier Helper to know the height of the vehicle with the board in the up and the down position. Hoosier Helper vehicles are not able to enter either TMC garage with the board in the up position; this will cause serious damage to the board and overhead garage doors.

In New Albany and Indianapolis, the van clearance is:
- 10'-2” when the board is in the up position
- 9'-3” when the board is in the down position

In Gary, the truck clearance is:
- 12’-6” when the board is in the up position
- 11’-9” when the board is in the down position

Preventative maintenance on the boards should be completed on an as needed basis. Burnt out light bulbs should be replaced as soon as possible. When replacing a bulb use caution as the system is hot even when in the off position. The fuses must be removed from the control head before attempting to replace a bulb. The lenses on the board should be periodically cleaned to provide the brightest output possible from the bulbs. Daily checks should be performed to ensure all bulbs are working properly.

**Push Bumper Operations**

All Hoosier Helper Vehicles are equipped with a push bumper for pushing disabled vehicles out of the roadway. When using the push bumper the Hoosier Helper must use extreme care as to not cause unnecessary damage to the disabled vehicle or to the Hoosier Helper vehicle. Traffic control is very important. Make sure the lights on the Hoosier Helper vehicle are functioning, and that the arrow on the arrow board is pointing the correct direction.

In the event of a stalled or disabled vehicle located in the travel lanes with the driver present the following procedures must be followed:

- Advise the driver that a rubber mark on their bumper is a possibility. The Hoosier Helper is to be very cautious when moving the vehicle.
- Advise the driver where to steer the vehicle while the Hoosier Helper is pushing the vehicle. For example, tell the driver that they will be pushed to the shoulder and they should turn the steering wheel slightly to the right. If the vehicle is only going to be pushed for a short distance (5 to 10 feet) it is not necessary to have the driver steer.
- The Hoosier Helper is to make sure the parking brake is not engaged and that the vehicle is in neutral before beginning to push.
- The public address (PA) system can be used to give instructions to the driver.

In the event of a heavily damaged vehicle involved in a traffic incident the Hoosier Helper is to remove the vehicle from the travel lanes by any means possible. The Hoosier Helper should remove the vehicle from the travel lanes in a safe and expedient manner.

**Winch Operations**

Some of the Hoosier Helper vehicles are equipped with winches. Winches are to be used when a vehicle cannot be pushed to a different location. The most common use of winches on the Hoosier Helper vehicles are for slide-offs during the winter months. Winching is a very time consuming operation and should only be done when there are no other options available to the disabled motorist. The following procedures should be followed when conducting a winching operation.

- Advise the driver that damage to the vehicle is possible, and that they must sign a liability waiver before the technician performs the operation.
- Communicate clearly with the driver. Explain to where the vehicle will be pulled. If the driver is to steer the vehicle while being pulled from a location, explain to the driver how and where to steer.
- When setting up the Hoosier Helper vehicle, try to set up in a straight line with the disabled vehicle. This allows the cable to perform most efficiently.
Before beginning the operation, make sure the parking brake is applied on the Hoosier Helper vehicle, and that the wheel is charked. Make sure the vehicle being pulled is in neutral and does not have the parking break engaged.

- Do not stand around the cable. Place a burlap or cloth bag over the winching cable so that if it breaks it will not go flying into the air.
- Be sure not to exceed the capacity of the winch. Doing so could cause the cable to break.
- Use common sense in determining which direction to pull the vehicle to. For example, do not pull a vehicle across a pile of Rip-Rap.
- Traffic control is very important. Make sure the lights on the Hoosier Helper vehicle are functioning, and that the arrow on the arrow board is facing the correct direction.
- If the driver seems impaired in any way, or it appears the vehicle may have been involved in an accident, do not assist the motorist, notify the TMC who will notify ISP.
- If state property has been damaged, notify the TMC, and wait for direction as to whether or not the vehicle should be removed.

**Tow-chain Operations**

All Hoosier Helpers are equipped with tow chains. Chains can be used to remove vehicles from travel lanes and to relocate the vehicles to the shoulder. The chains are to be used when the vehicle is not able to be pushed with the push bumper. Guidelines to follow while performing tow operations are as follows:

- Never hook the chain to the bumper of a vehicle. Always hook the chain to the vehicle frame.
- Use the proper hook to attach the chain to the vehicle being pulled.
- Communicate clearly with the driver. Explain to where the vehicle will be pulled. If the driver is to steer the vehicle while being pulled from a location, explain to the driver how and where to steer.
- Make sure the vehicle being pulled is in neutral and does not have the parking break engaged.
- If no one is steering the vehicle, make sure the wheels of the vehicle are directed correctly. For example, if the vehicle is to go to the right shoulder, make sure the steering wheel is turned to the right.
- A large vehicle (semi) can be pulled with a tow chain only if there is air pressure in the air brakes. If there is no air pressure, attempt to fill the air brakes through the use of the air compressor. If the brakes are unable to be re-pressurized, notify the TMC (or ISP in Falls City) and a wrecker service will be dispatched.
- Traffic control is very important. Make sure the lights on the Hoosier Helper vehicle are functioning, and that the arrow on the arrow board is pointing the correct direction.

**Air Compressor Operations**

Each Hoosier Helper vehicle is equipped with an air compressor for use in tire changes, re-pressurizing of air brakes, and other various tasks. Operating and maintenance guidelines are as follows:

- Activate throttle assist module before using air compressor to avoid tripping of the breaker.
- Water should be drained from the compressor periodically. During the winter months, water should be drained at least weekly.
- Air hoses should be checked for damage on a regular basis.
- The pop-off valve should be tested at least weekly.
- Remember the compressor is run off of 110 power, avoid exposure to water.
- When airing a tire, never exceed the authorized tire pressure. The maximum tire pressure allowed is marked on the tire.
- Always wear safety glasses.

**Power Inverter Operations**

A power inverter is used to convert DC power into AC power. This is most commonly used to supply the air compressor with power. The Inverter will run the vehicle battery down, so it is important to make sure that the inverter is turned off at the end of each shift. The inverter should be checked to make sure it is functioning properly before the start of each shift. As with any electrical device, avoid exposure to water.
Vehicle Lighting Policy

Each Hoosier Helper Vehicle is equipped with a multitude of lights. Most of the vehicles have standard strobe lights; however, the newer vehicles are equipped with all LED lights. Each vehicle has lights on both the front and the rear of the vehicle. A forward and rear facing light bar is also on all the vehicles. There is also a spot light on each vehicle. All lights on the vehicle, including the arrow board, should be checked daily to ensure that they are working properly.

When on the scene of an incident, the vehicle should be positioned in a way that makes the lights most visible. For example, park at the top of a hill rather than the bottom, or park behind a disabled vehicle, rather than in front. The throttle assist mechanism should be activated on the vehicle if it appears that the technician may be on the scene with the lights operating for approximately one hour or greater.

When responding Signal 10 to an incident, all lights on the Hoosier Helper vehicle, except takedown lights and spot lights, should be activated. Upon arrival on the scene, the front emergency lighting should be turned off, but the rear lighting, including arrow board, is to remain on. This lighting configuration warns traffic coming upon the incident, but does not draw unnecessary attention from traffic approaching in the opposite direction.

Unauthorized Equipment

Under no circumstances should there be any modifications to the Hoosier Helper vehicles or equipment contained within without prior approval of the TMC Manager or TMC Division Director. Upon approval of added equipment, INDOT is not responsible for lost, stolen, or damaged equipment supplied by the employee.

Pool Vehicle Use

In the event a Hoosier Helper’s assigned vehicle is out of service for any reason, such as scheduled maintenance, the Hoosier Helper should check out a pool vehicle to use for their shift. If no pool vehicle is available, someone else’s vehicle may be used. Pool vehicles can be checked out through the TMC Unit Foreman or TMC Manager. Whether a pool vehicle or some other vehicle is used, the vehicle is to be returned clean and full of fuel. All used items must be replenished including filling of fuel cans. If for some reason an item cannot be replaced at the end of the shift, a note should be left for the next driver so that they are aware of any missing supplies in the van.

Involved in a Crash

If a Hoosier Helper is involved in a crash with another vehicle, either private or state owned, the following procedures should be followed:

- DO NOT leave the incident scene until told to do so by ISP or TMC Manager.
- Notify the TMC as to what occurred; the TMC will notify ISP.
- If a person is injured, provide First Aid until EMS arrives.
- If there is no serious injury and the vehicles are movable, remove the vehicles from the travel portion of the roadway.
- Exchange information with other driver.
- DO NOT admit guilt of any kind.

An INDOT Supervisor will arrive on scene to assist in taking pictures and filling out the INDOT Vehicle and Equipment Accident Report. A copy of the INDOT Vehicle and Equipment Accident Report can be found in Appendix B.

The ISP Trooper on scene will issue the Hoosier Helper a crash number. The Hoosier Helper is responsible for completing the INDOT Vehicle and Equipment Accident Report and submitting it along with the crash number to their supervisor. The supervisor must submit the INDOT Vehicle and Equipment Accident Report, crash number, and the INDOT Vehicle and Equipment Accident Supervisor’s Report to the TMC Manager within 3 working days of the accident.

If any INDOT employee that possesses a CDL is involved in an accident where there is either a fatality or if they are sited for a traffic violation, the employee must receive a post accident drug and alcohol test. This is defined in 49CFR390.5 part 382.303.
Part 382.303-Post Accident Testing

If a driver is involved in an accident, as defined in 49CFR390.5, while operating a CMV (Commercial Motor Vehicle) and the accident resulted in:

1. Loss of human life, or
2. A Citation to the driver for a moving traffic violation,
the driver must take an alcohol test within two (2), but no more than eight (8) hours, and a drug test within 32 hours after the accident.

If at the time of the accident, federal, state, or local officials perform an alcohol or drug test on you, the requirement for testing has been met, provided your employer obtains the results of the test. If the federal, state or local officials do not test you, it becomes the responsibility of your employer to have the test administered.

Your employer must provide training to assure that you are familiar with the requirements, procedures and instructions for post-accident alcohol and drug testing. This training must be performed prior to allowing you to operate a CMV. Drivers must be informed that except for receiving medical attention for themselves, of the other injured persons, and for leaving the scene to notify appropriate authorities, they must make themselves available for post-accident alcohol and drug testing.

Your employer must inform you that failure to make yourself available for post-accident alcohol and drug testing will be deemed as a “refusal to submit” and will carry with it the appropriate penalties.

Ready for Winter Policy (Vehicle Needs)

Approximately every March and October, the Hoosier Helper vehicles should be thoroughly inspected for pre and post winter damage. Each Hoosier Helper is responsible for:

- Cleaning interior of vehicle
- Washing and waxing exterior of vehicle
- Spot Painting exterior of vehicle
- Reporting any needed services
- Complete Vehicle inventory – Inventory Check-lists are to be obtained from the TMC Manager

Inspecting Routes for Maintenance Needs

Hoosier Helpers should routinely inspect signs, signals, pavement markings, illumination, guard rail, roadway, etc. for signs of damage or needed maintenance. If significant damage is observed, notify the TMC of:

- Roadway
- Location (Mile Marker)
- Direction of travel
- Item needing repair (sign, pavement, etc.)
- Type of repair needed (new sign post, pothole, etc.) Be specific, if possible. For example, state there is a pothole that is 2 foot diameter, 3” deep.
# SOP Change Request Form

## CHANGE REQUEST FORM

<table>
<thead>
<tr>
<th>Request Date:</th>
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<tbody>
<tr>
<td>Change Description (describe affected sections of the SOP document):</td>
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<tr>
<td>Rationale for Change:</td>
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<tr>
<td>Request Originator Contact Information:</td>
<td>Name:</td>
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<td>Agency:</td>
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<td>Address:</td>
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**To be filled out by SOP Maintainer**

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<tbody>
<tr>
<td>Change Decision:</td>
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<td>Decision Comments:</td>
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<tr>
<td>Revision Date:</td>
<td></td>
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<tr>
<td>SOP Chapters/Sections Affected:</td>
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* XX-YY, where XX = year and YY = chronological value, e.g. the first change request of 2006 would be “06-01”
# Winter Call out Matrix

**Indiana Department of Transportation**  
*Division of Traffic Management Centers*

## Weather Decision Criteria

<table>
<thead>
<tr>
<th>Condition</th>
<th>Normal FSP Operations</th>
<th>Modified FSP Operations</th>
<th>Suspended FSP Operations</th>
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</thead>
<tbody>
<tr>
<td>Snow with Pavement Temperatures Above 32°F</td>
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<tr>
<td>Forecastsed amount less than 2” for 12 hour period</td>
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<tr>
<td>Forecastsed amount between 2” - 4” for 24 hour period</td>
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<tr>
<td>Forecastsed amount greater than 6” for 24 hour period</td>
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<td>Snow with Pavement Temperatures Below 32°F</td>
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<tr>
<td>Forecastsed amount greater than 6” for 24 hour period</td>
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<td>Blowing Snow with greater than 2”</td>
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<td>Accumulating ice event greater than 1/8”</td>
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* During Normal FSP Operational Periods, TMC Division Personnel will be permitted to volunteer for District Winter Operation Tasks. TMC Division Personnel that volunteer shall be available to conduct normal FSP Operations and Modified FSP Operations as determined by the TMC Manager in coordination with the Sub District Operations Manager.

**FSP Operational Level Definitions:**

- **Normal FSP Operations**: Standard FSP operating hours apply.
- **Modified FSP Operations**: Modified 12-hour shifts. In Gary and Indianapolis, there will be two FSP shifts. First shift will be from 0000 - 1200 and second shift will be from 1300-2400 hours. In New Albany, there will be a single Hoosier Helper shift operating from 0630 to 1830 hours. Half of total FSP personnel within a deployment area will be sent to the local sub district for winter operation tasks. HIT 2 personnel will be retained for TMC FSP functions at all times. The HIT 3 personnel will be rotated per weather event between FSP and Sub District assignments in cases where total number of HIT 3 positions are greater than one-half of all FSP personnel deployed in an operational area.
- **Suspended FSP Operations**: Modified 12-hour shifts same as those in Modified Operations. All HIT 2 and HIT 3 personnel will be assigned to Sub District Winter Operation Tasks. Limited FSP operations will be conducted by TMC Division supervisors as appropriate within the context of operational need as determined by the TMC Manager or Division Director.

**Stand By**: FSP personnel will continue their normal operations while waiting the arrival of the inclement weather conditions that are believed to likely elevate the operational level to Modified or Suspended. The TMC Manager or designee will closely monitor the Meridian Weather Site, National Weather Service and local weather sources. No later than one hour prior to the arrival of the inclement weather, the TMC Manager or designee will elevate the operational readiness level if appropriate.

**Updates**: Operational deployment levels should be re-evaluated at least every 12 hours during periods of Forecasted inclement weather.

**NOTE**: The Meridian subscription weather data shall be the official forecast.
# Unsolicited Gift Form

## Hoosier Helper

<table>
<thead>
<tr>
<th>Hoosier Helper:</th>
<th>Commission #:</th>
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<tbody>
<tr>
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<td>Time:</td>
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<td>Signature:</td>
<td>Date/Time:</td>
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## Unit Foreman

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I ________________, the Supervisor of ___________________________, the Hoosier Helper who received the gift, received this form and gift on this date ____________ at _________ time.

Signature of Hoosier Helper ____________________________

Signature of Unit Foreman ____________________________

Upon completion, this form and the gift must be forwarded to the TMC Manager. A copy of this form may be provided to the Hoosier Helper who received the gift.
# Cell Phone Usage Log

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Page 82 of 110
# Daily Activity Log and Vehicle Equipment Checklist

## DAILY ACTIVITY LOG

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<th>DATE:_________</th>
<th>HOOSIER HELPER:__</th>
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<th>OBSTACLE LOCATION</th>
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**DAILY INSPECT FORM**

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<th>√ - OPERATIONAL</th>
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<th>BEFORE SHIFT</th>
<th>AFTER SHIFT</th>
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**ENGINE COMPARTMENT**

1. Engine Oil Level (Low, signs of leaks, burning)
2. Fuel/Water Drain
3. Transmission (Fluid level, shifting properly)
4. Coolant System (low, signs of leaks)
5. Power Steering Fluid
6. Washer Fluid
7. Air Filter (Indicator)
8. Inspect belts and hoses (frayed, cracking)
9. Inspect Battery Post Terminals (corrosion, cables tight)
10. Engine Compartment Clean
11. Visual check for leaks (hoses, fittings, on floor)
12. Tires (Free from cuts, gouges, foreign objects)
13. Exterior Condition (clean, reflective tape, show any new damage on drawing)
14. Wipers Blades (No cracks, pliable)
15. Windshield and all windows (Free of cracks, rock chips)
16. Vehicle Lights (exterior)(Head lights, Parking and Brakes Lights, Emergency flashers)
17. All Emergency Lights Operational
18. Vehicle spot light
19. Mirrors (free of cracks, operational)
20. Arrow Board (operational, lubricated, fasteners intact, all bulbs operational)
21. **COMMUNICATION EQUIPMENT**

**INTERIOR (Operational Checks)**

1. Engine Oil Level (Low, signs of leaks, burning)
2. Fuel/Water Drain
3. Transmission (Fluid level, shifting properly)
4. Coolant System (low, signs of leaks)
5. Power Steering Fluid
6. Washer Fluid
7. Air Filter (Indicator)
8. Inspect belts and hoses (frayed, cracking)
9. Inspect Battery Post Terminals (corrosion, cables tight)
10. Engine Compartment Clean
11. Visual check for leaks (hoses, fittings, on floor)
12. Tires (Free from cuts, gouges, foreign objects)
13. Exterior Condition (clean, reflective tape, show any new damage on drawing)
14. Wipers Blades (No cracks, pliable)
15. Windshield and all windows (Free of cracks, rock chips)
16. Vehicle Lights (exterior)(Head lights, Parking and Brakes Lights, Emergency flashers)
17. All Emergency Lights Operational
18. Vehicle spot light
19. Mirrors (free of cracks, operational)
20. Arrow Board (operational, lubricated, fasteners intact, all bulbs operational)
21. **COMMUNICATION EQUIPMENT**

**VEHICLE SUPPLIES**

1. **COMMUNICATION EQUIPMENT**

**Safety Equipment (flares, rubber gloves, first aid / Blood Borne Pathogen kits, traffic cones, disinfectant)**

**Clean-Up Equipment (broom, shovel, sledge hammer)**

**Repair Tools (small hand tools, hydraulic jacks, impact gun, sockets, fix-a-flat, nuts, bolts, etc.)**

**Paperwork (tort claims, cell phone usage log, registration)**

**COMMUNICATION EQUIPMENT**

- Fire Extinguishers
- Spill Recovery Equipment (2 bags oil dry, Plug “N” Dike, 6 Spill Socs, Spill containment pool, trash bags)
- Diesel/Gas/Water Cans
- Safety Equipment (flares, rubber gloves, first aid / Blood Borne Pathogen kits, traffic cones, disinfectant)
- Clean-Up Equipment (broom, shovel, sledge hammer)
- Repair Tools (small hand tools, hydraulic jacks, impact gun, sockets, fix-a-flat, nuts, bolts, etc.)
- Paperwork (tort claims, cell phone usage log, registration)
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
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<tbody>
<tr>
<td>21</td>
<td>Drive Train (vibration, squeaking, noise when placed in or out of gear)</td>
<td>44</td>
<td>800 MHZ Radio (Portable and Mobile)</td>
</tr>
<tr>
<td>22</td>
<td>Junction Box (Front and rear bumper, contacts clean, power)</td>
<td>45</td>
<td>Cell phone, pager</td>
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<tr>
<td>23</td>
<td>Back Up Alarm</td>
<td>46</td>
<td>Scanner, CB Radio</td>
</tr>
<tr>
<td>24</td>
<td>All doors, and hood latch lubricated</td>
<td>47</td>
<td>Computer</td>
</tr>
</tbody>
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Appendix B
Medical Treatment Location Maps

For Indianapolis:
For New Albany:
In Case of Occupational Injury...

DIRECTIONS
EmployCare and the Frazier Rehab Institute/Clark Memorial Hospital CORF are conveniently located at 2201 Greentree North in Clarksville.

(812) 283-2013
Monday-Friday
7:30 a.m. to 5:00 p.m.

From I-65 North
Take Exit 5 and turn left into Veteran’s Parkway. Proceed to Broadway Street and turn right. Broadway Street turns to Greentree North.) Proceed through the three-way stop sign. The EmployCare/CORF building is located on the immediate left.

From I-65 South
Take Exit 5 and turn right onto Veteran’s Parkway. Proceed to Broadway Street and turn right. Broadway Street turns into Greentree North.) Proceed through the three-way stop, and The EmployCare/CORF building is located on the left.

From Charlestown Road
Turn onto Blackston Mill Road (only one way to turn). Turn left onto Potters Lane (which turns into Greentree North). Proceed through the three-way stop. The EmployCare/CORF building is located immediately before the three-way stop.

No appointment needed!

www.clarkmemorial.org
In Case of Occupational Injury After Hours…

After 5 p.m. Monday-Friday and 24 Hours on Weekends

Go to Clark Memorial Hospital’s Emergency Room located at 1220 Missouri Avenue in Jeffersonville, IN 47130

1220 Missouri Avenue Jeffersonville, IN 47130
Call 283-2521 After 5 p.m. Monday-Friday and 24 Hours on Weekends

From I-65 North take the Stansifer Ave. exit, turn right on 14th St., go 4 blocks and turn right on Spring St., go 2 blocks and turn right on Sparks Ave.

From I-65 South take the Stansifer Ave. exit, turn left on 14th St., go 4 blocks and turn right on Spring St., go 2 blocks and turn right on Sparks Ave.
Radio Training Guide for the Hoosier Helper FSP
Project Hoosier SAFE-T

INDOT Hoosier Helpers in Indianapolis and Gary use an 800 MHz radio system for radio communications. Hoosier Helpers are part of the State of Indiana Project Hoosier SAFE-T network. By participating in this network, Hoosier Helpers, and other INDOT personnel, are capable of communicating with other state agencies including state police.

The following information is an excerpt from the Project Hoosier Safe-T website at http://www.in.gov/ipsc.

Why SAFE-T?
Police, Firefighters, EMS and other public safety personnel are highly trained professionals. Usually, they are armed with the best safety gear possible as they perform their jobs protecting and saving Hoosiers.

All the knowledge in the world and top-of-the-line safety gear means nothing, however, if a safety professional is stranded without efficient and reliable communications. If the firefighters inside the World Trade Center on September 11, 2001 had had interoperable radios, they would have heard the order to evacuate that was issued over police radios. The inability to communicate was cited as a major reason so many firefighters lost their lives that tragic day.

This is a drastic example of a problem that exists each day here in Indiana. In most towns, local police can’t communicate over the radio with county or state police. If firefighters need backup from another county, there’s no radio link. Emergency technicians and other first responders can’t talk with the firefighters or police on the scene during a natural disaster such as a tornado.

Mission and Vision
Project Hoosier SAFE-T is a statewide, interoperable, wireless public safety communications system for Indiana local, state, and federal first responders/public safety officials. SAFE-T operates on a Motorola 4.1 Astro Smartzone OmniLink 800 MHz trunked voice and data system. It supports both analog and digital radios, providing 95% mobile radio coverage statewide using 126 communications sites connected by T1 lines and microwave.

SAFE-T will allow seamless, interoperable and reliable communications among local, state, and federal public safety agencies during routine, emergency and task force situations. SAFE-T will strengthen community safety and security, minimize costs and barriers to communications, and break down regionalization of systems to combat crime, natural disaster and terrorism. SAFE-T was designed to include wide voluntary participation of public safety agencies/first responders while respecting local autonomy.

The network infrastructure installation is underway. The project is scheduled for completion in 2006.

Definitions
The table below contains frequently used terms when referring to radio system operations.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel</td>
<td>A specific talkgroup (trunking) or frequency (conventional) selected for communicating with other radio users.</td>
</tr>
<tr>
<td>Conventional</td>
<td>Typically refers to radio-to-radio communications, sometimes through a repeater. You share a frequency, or frequencies, with other users without the aid of a central controller to assign communications channels. Therefore, you should monitor each channel before transmitting to avoid interfering with another user who may be transmitting.</td>
</tr>
<tr>
<td>Mode</td>
<td>A programmed combination of operating parameters.</td>
</tr>
<tr>
<td>Mobile</td>
<td>A mobile radio is one that is fixed in a vehicle.</td>
</tr>
<tr>
<td>Portable</td>
<td>A handheld radio.</td>
</tr>
</tbody>
</table>
### Repeater
A radio feature in which you talk through a received/transmit facility (repeater) that re-transmits received signals in order to improve communications range and coverage.

### RSSI
Received signal strength indicator.

### Site
A specific communications tower that supports trunked operation.

### Trunking
The automatic sharing of communications paths between a large number of users. Allows radio users to share a smaller number of frequencies because a repeater, or communications path, is assigned to a talkgroup for the length of a conversation.

### Zone
A grouping of channels or talkgroups.

---

**Concept of Operations**

**Project Hoosier Safe-T communications network**

The Project Hoosier Safe-T communications system is built around the Motorola SmartZone OmniLink network. An example of this system configuration can be seen in the picture below.

In the SmartZone OmniLink network, radios affiliated (associated) with different sites (towers) can communicate between one another due to the towers being networked together through the zone controller. Therefore, as a user “roams” the state their radio will communicate with the tower that provides the best signal strength for the channel selected. As an increased number of towers are constructed, the overall reliability and quality of the system will improve.

This type of system can be thought of as being similar to the cellular phone network in that cell phones continually communicate with the closest tower. As a cell phone moves through an area the phone affiliation (connection) is passed from cell (tower) to cell (tower).

**Hoosier Helper Freeway Service Patrol Talkgroup Configuration**

The radios used by the Hoosier Helper Freeway Service Patrol (FSP) have usable radio channels divided into geographic zones. These zones correlate with Indiana State Police (ISP) district numbers. The zones also contain INDOT related talkgroups for the same area covered by the ISP district to which the zone is affiliated.
A summary listing of channels available on the new system is contained in the tables below.

### INDOT AGENCY TALKGROUPS

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10CRW</td>
<td>Crawfordsville District</td>
</tr>
<tr>
<td>11SUB</td>
<td>Terre Haute Sub-District</td>
</tr>
<tr>
<td>12SUB</td>
<td>Crawfordsville Sub-District</td>
</tr>
<tr>
<td>13SUB</td>
<td>Fowler Sub-District</td>
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<tr>
<td>14SUB</td>
<td>Frankfort Sub-District</td>
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<tr>
<td>15SUB</td>
<td>Cloverdale Sub-District</td>
</tr>
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<td>20FTW</td>
<td>Fort Wayne District</td>
</tr>
<tr>
<td>21SUB</td>
<td>Warsaw Sub-District</td>
</tr>
<tr>
<td>22SUB</td>
<td>Goshen Sub-District</td>
</tr>
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<td>23SUB</td>
<td>Fort Wayne Sub-District</td>
</tr>
<tr>
<td>24SUB</td>
<td>Angola Sub-District</td>
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<tr>
<td>25SUB</td>
<td>Wabash Sub-District</td>
</tr>
<tr>
<td>26SUB</td>
<td>Bluffton Sub-District</td>
</tr>
<tr>
<td>30GRD</td>
<td>Greenfield District (Car to Car Channel)</td>
</tr>
<tr>
<td>31SUB</td>
<td>Indianapolis Sub-District</td>
</tr>
<tr>
<td>32SUB</td>
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<td>44SUB</td>
<td>Rensselaer Sub-District</td>
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<td>Code</td>
<td>District</td>
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<td>------</td>
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<td>50SEY</td>
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<td>52SUB</td>
<td>Bloomington Sub-District</td>
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<td>Columbus Sub-District</td>
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<td>54SUB</td>
<td>Fall City Sub-District</td>
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<td>61SUB</td>
<td>Linton Sub-District</td>
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<td>Tell City Sub-District</td>
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<tr>
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<td>TMC Indianapolis Dispatch</td>
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<tr>
<td>TMCLP</td>
<td>TMC LaPorte Dispatch</td>
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<tr>
<td>TMCSW</td>
<td>Statewide Calling</td>
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<td>TMFC</td>
<td>TMC Falls City Dispatch</td>
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<td>TRD</td>
<td>Toll Road District</td>
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<tr>
<td>Region</td>
<td>District</td>
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<tr>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>A-MA1</td>
<td>Lowell</td>
</tr>
<tr>
<td>A-MA2</td>
<td>Lowell</td>
</tr>
<tr>
<td>A-MA3</td>
<td>Lowell</td>
</tr>
<tr>
<td>B-MA1</td>
<td>Bremen</td>
</tr>
<tr>
<td>B-MA2</td>
<td>Bremen</td>
</tr>
<tr>
<td>B-MA3</td>
<td>Bremen</td>
</tr>
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<td>C-MA1</td>
<td>Ft. Wayne</td>
</tr>
<tr>
<td>C-MA2</td>
<td>Ft. Wayne</td>
</tr>
<tr>
<td>C-MA3</td>
<td>Ft. Wayne</td>
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</tr>
<tr>
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<td>Lafayette</td>
</tr>
<tr>
<td>D-MA3</td>
<td>Lafayette</td>
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</tr>
<tr>
<td>E-MA2</td>
<td>Peru</td>
</tr>
<tr>
<td>E-MA3</td>
<td>Peru</td>
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<tr>
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<td>Redkey</td>
</tr>
<tr>
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<td>Redkey</td>
</tr>
<tr>
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<td>Redkey</td>
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</tr>
<tr>
<td>G-MA2</td>
<td>Pendleton</td>
</tr>
<tr>
<td>G-MA3</td>
<td>Pendleton</td>
</tr>
<tr>
<td>H-MA1</td>
<td>Terre Haute</td>
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</tr>
<tr>
<td>H-MA3</td>
<td>Terre Haute</td>
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<tr>
<td>I-MA1</td>
<td>Putnamville</td>
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<tr>
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<td>Indianapolis</td>
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<td>J-MA2</td>
<td>Indianapolis</td>
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<tr>
<td>K-MA1</td>
<td>Connersville</td>
</tr>
<tr>
<td>K-MA2</td>
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<td>K-MA3</td>
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<td>L-MA3</td>
<td>Bloomington</td>
</tr>
<tr>
<td>M-MA1</td>
<td>Seymour</td>
</tr>
<tr>
<td>M-MA2</td>
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</tr>
<tr>
<td>N-MA1</td>
<td>Versailles</td>
</tr>
<tr>
<td>N-MA2</td>
<td>Versailles</td>
</tr>
<tr>
<td>N-MA3</td>
<td>Versailles</td>
</tr>
<tr>
<td>O-MA1</td>
<td>Evansville</td>
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<tr>
<td>O-MA3</td>
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<td>Jasper</td>
</tr>
<tr>
<td>P-MA2</td>
<td>Jasper</td>
</tr>
<tr>
<td>P-MA3</td>
<td>Jasper</td>
</tr>
<tr>
<td>Q-MA1</td>
<td>Sellersburg</td>
</tr>
<tr>
<td>Q-MA2</td>
<td>Sellersburg</td>
</tr>
<tr>
<td>Q-MA3</td>
<td>Sellersburg</td>
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<tr>
<td>STATEWIDE MUTUAL AID CHANNELS</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------</td>
<td></td>
</tr>
<tr>
<td>SW-CALL Statewide Mutual Aid Calling Channel</td>
<td></td>
</tr>
<tr>
<td>SW-MA1 Statewide Mutual Aid Channel # 1</td>
<td></td>
</tr>
<tr>
<td>SW-MA2 Statewide Mutual Aid Channel # 2</td>
<td></td>
</tr>
<tr>
<td>SW-MA3 Statewide Mutual Aid Channel # 3</td>
<td></td>
</tr>
<tr>
<td>SW-MA4 Statewide Mutual Aid Channel # 4</td>
<td></td>
</tr>
<tr>
<td>SW-MA5 Statewide Mutual Aid Channel # 5</td>
<td></td>
</tr>
<tr>
<td>SW-MA6 Statewide Mutual Aid Channel # 6</td>
<td></td>
</tr>
<tr>
<td>SW-MA7 Statewide Mutual Aid Channel # 7</td>
<td></td>
</tr>
<tr>
<td>SW-MA8 Statewide Mutual Aid Channel # 8</td>
<td></td>
</tr>
<tr>
<td>SW-MA9 Statewide Mutual Aid Channel # 9</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STATE POLICE DISPATCH CHANNELS</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-DISP ISP Toll Road District</td>
</tr>
<tr>
<td>13-DISP ISP Lowell District</td>
</tr>
<tr>
<td>14-DISP ISP Lafayette District</td>
</tr>
<tr>
<td>16-DISP ISP Peru District</td>
</tr>
<tr>
<td>22-DISP ISP Ft. Wayne District</td>
</tr>
<tr>
<td>24-DISP ISP Bremen District</td>
</tr>
<tr>
<td>25-DISP ISP Redkey District</td>
</tr>
<tr>
<td>33-DISP ISP Bloomington District</td>
</tr>
<tr>
<td>34-DISP ISP Jasper District</td>
</tr>
<tr>
<td>35-DISP ISP Evansville District</td>
</tr>
<tr>
<td>42-DISP ISP Versailles District</td>
</tr>
<tr>
<td>43-DISP ISP Seymour District</td>
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<td>45-DISP ISP Sellersburg District</td>
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<td>51-DISP ISP Pendleton District</td>
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<td>52-DISP ISP Indianapolis District</td>
</tr>
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<td>53-DISP ISP Putnamville District</td>
</tr>
<tr>
<td>54-DISP ISP Terre Haute District</td>
</tr>
<tr>
<td>55-DISP ISP Connersville District</td>
</tr>
</tbody>
</table>

**XTS 5000 Portable Radios**

**General Radio Operations**

The purpose of this section is to briefly discuss the general radio operations for the XTS 5000 portable radio. This discussion will outline the following items:

- Physical Features and Controls of the XTS 5000
- Display
- Status Symbols

**Physical Features and Controls of the XTS 5000 Portable Radio**

The identification of physical features and controls of the XTS 500 portable radio can be seen below.
PHYSICAL FEATURES AND CONTROLS OF THE XTS 5000

1. Antenna
2. On/Off/Volume Control Knob
3. LED
4. Microphone
5. PTT (Push-to-Talk)
6. Menu Select Buttons
7. 4-Way Navigation Button
8. Home Button
9. Battery
10. Keypad
11. App Button
12. Display
13. Speaker
14. Universal Connector
15. Side Button 2 - NUISANCE DELETE
16. Side Button 1 - SITE SEARCH
17. Top Side (Select) Button - BACKLIGHT
18. 3-Position A/B/C Switch – KEYPAD LOCK
19. Top Button – NOT USED
20. 2-Position Switch – SCAN ON/OFF
21. 16-Position Knob – CHANNEL SELECT

Display and Menu Functions
The look and feel of the display and menu navigation can be seen in the graphic below.

The 3 Menu Select Buttons functions change as navigation through the menu structure changes. The lower portion of the display window serves as a dynamic legend for the menu keys.

Status Symbols
Various status symbols that may be seen on the display of the XTS 5000 radio and their related meaning are shown in the table below.
<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![View/Program Mode](image) | **View/Program Mode**  
The radio is in the view or program mode.  
- On steady = view mode  
- Flashing = program mode |
| ![Received Signal Strength Indication (RSSI)](image) | **Received Signal Strength Indication (RSSI)**  
The received signal strength for the current site, for trunking only. The more stripes in the symbol, the stronger the signal. |
| ![Battery](image) | **Battery**  
Flashes when battery is low. |
| ![Talkaround](image) | **Talkaround**  
You are talking directly to another radio, not through a repeater during conventional operation. |
| ![Scan](image) | **Scan**  
The radio is scanning a scan list.  
Or  
When programming the scan list this indicates the selected channel is in the scan list as a non-priority channel. In other words, you will hear traffic on this channel in the absence of traffic on the priority-one or priority-two channels. |
| ![Priority-One Channel Scan](image) | **Priority-One Channel Scan**  
One channel is assigned as the priority channel during scan operation. You will hear ALL radio traffic on this channel, regardless of traffic on non-priority channels. |
| ![Priority-Two Channel Scan](image) | **Priority-Two Channel Scan**  
The channel is the priority-two channel. You will hear all traffic on this channel unless traffic is occurring on the priority-one channel. The Priority-Two channel is not programmed by through the scan programming feature. A non-priority scan list member becomes a Priority-Two channel when it is selected as the active channel. |

**Program Features**  
This section will describe step by step instructions to use enabled program features on the XTS 5000 portable radios.

**Selecting a Zone**  
A zone is an organizational method to group channels (talkgroups) together. A channel may appear in multiple zones. To select a zone follow these steps.  

a. If required, press the 4-way navigation button until ZONE is listed above one of the menu select buttons.  
b. Press the menu select button below the ZONE label.  
c. Press the left or right arrow on the 4-way navigation button until the desired zone is displayed. *Note: The zone identifier will flash during zone selection.*  
d. Press the HOME button once to select the displayed zone.
See the code plug layout sheet for more information on the zones and channels contained in your radio.

Selecting a Channel
The XTS 5000 radios used by the Hoosier Helper Freeway Service Patrol are set-up so that a zone can contain any number of channels between 1 and 16. The maximum number of 16 channels per zone is due to the rotator knob on top of the radio having 16 positions. To select a channel within a zone rotate the 16-position switch to the desired channel (talkgroup).

See the code plug layout sheet for more information on the zones and channels contained in your radio.

Backlight
The XTS 5000 radio used by the Hoosier Helper Freeway Service Patrol uses a specially programmed function button to activate the backlight.

Scan List Operation

**Turning Scan Lists On/Off**
The 2-position concentric switch on top of the radio turns the scan function on and off as follows:

Position A : Ø – Scan Off
Position B : O – Scan On ( is displayed on the display window.)

**Nuisance Delete**
When the radio scans to a channel that you do not wish to hear (nuisance channel), you can temporarily delete the channel from the scan list as follows.

a. When the radio is locked onto the channel to be deleted, press the preprogrammed lower Side Button Nuisance Delete button.
b. Repeat (a) to delete more channels.

NOTE: You cannot delete the priority channels or the current selected channel.

To resume scanning the deleted channel, change channels or turn scan off and then back on again.

Scan List Programming
To edit a scan list follow the following steps:

a. If required, press the 4-way navigation button until PROG is listed above one of the menu select buttons.
b. Press the menu select button below the PROG label. You see the first list member.
   (flashing) indicates that you are in the programming mode.
c. The menu buttons are now labeled SEL, DEL or RCL. The meaning of these are as follows:
   • SEL = add and/or change the priority of the currently displayed channel in the scan list.
   • DEL = deleted the currently displayed channel from the scan list.
   • RCL = view the next member of the scan list.
   
   NOTE: The maximum number of scan list members (channels) on a trunking scan list is 10.
d. If required, press the left or right arrow on the 4-way navigation button until the desired zone is displayed. Rotate the 16-postion switch to the desired channel (talkgroup).
e. To change the priority of the currently displayed channel, press the SEL menu key or the top side button (backlight button) additional times to see or or no icon. The meaning of these different icons can be seen in the table below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![icon]</td>
<td>Non-Priority Channel&lt;br&gt;The selected channel is in the scan list as a non-priority channel. In other words, you will hear traffic on this channel in the absence of traffic on the priority-one or priority-two channels. You can have multiple Non-Priority channels in a scan list.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Priority-One Channel&lt;br&gt;One channel is assigned as the priority channel during scan operation. You will hear ALL radio traffic on this channel, regardless of traffic on non-priority channels. You can have ONLY one Priority-One channel in a scan list.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Non Scan List Member&lt;br&gt;This channel is deleted from the scan list.</td>
</tr>
</tbody>
</table>

**NOTE:** When a non-priority scan list member (channel) is selected as the active talkgroup, it temporarily becomes a priority-two channel.

f. Press the button to exit the scan list.

**Site Status**

**Viewing the current site and signal strength**
To view the current site (tower) to which your radio is connected press the middle side button one time. The display momentarily shows the abbreviated name of the current site and its corresponding received signal strength indicator (RSSI).

**Changing the current site**
Your radio is programmed by default to search for the best site to connect to based on signal strength and the selected talkgroup. It is possible in cases where multiple towers are reachable to force your radio to switch from the current tower to a different tower that has an available signal. To change the current site (tower) to which your radio is connected press and hold the middle side button until you see SCANING SITE appear on the display. When the radio finds a new site, it returns to the home display.

**Battery Maintenance**
Battery life is determined by several factors. Among the more critical are the regular overcharge of batteries and the average depth of discharge with each cycle. Typically, the greater the overcharge and the deeper the average discharge, the fewer cycles a battery will last.

**XTL 5000 Mobile Radios**

**THIS SECTION IS UNDER DEVELOPMENT.**
INDOT Vehicle and Equipment Accident Report

INDIANA DEPARTMENT OF TRANSPORTATION VEHICLE AND EQUIPMENT ACCIDENT REPORT
State Form 39697

<table>
<thead>
<tr>
<th>DATE/ACC</th>
<th>TIME</th>
<th>COUNTY</th>
<th>LOCATION OF ACCIDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISTRICT</td>
<td>SUB-DISTRICT/SECTION</td>
<td>UNIT</td>
<td></td>
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</table>

INDOT OPERATOR INFORMATION

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<thead>
<tr>
<th>NAME (First)</th>
<th>M.I.</th>
<th>LAST</th>
<th>HOME ADDRESS (street)</th>
<th>City</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
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<td>SEX</td>
<td>LENGTH OF EMPLOYMENT</td>
<td>No. of hours on duty</td>
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<td></td>
</tr>
<tr>
<td>Male</td>
<td>Female</td>
<td>Years</td>
<td>Months</td>
<td></td>
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<tr>
<td>DRIVERS LICENSE NO.</td>
<td>TYPE</td>
<td>EXPIRES</td>
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<tr>
<td>Operator</td>
<td>CDL</td>
<td>Month</td>
<td>Year</td>
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<tr>
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<td>Year</td>
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</tbody>
</table>

INDOT VEHICLE/EQUIPMENT INFORMATION

<table>
<thead>
<tr>
<th>COMM. NO.</th>
<th>MAKE</th>
<th>TYPE</th>
<th>YEAR</th>
<th>OWNERSHIP</th>
<th>INDOT</th>
<th>Rental</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>EST. SPEED AT TIME OF ACCIDENT</td>
<td>MPH</td>
<td>SPEED LIMIT</td>
<td>MPH</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>WERE SEAT BELTS USED?</td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPLAIN:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE USE: JOB RELATED</td>
<td>Yes</td>
<td>No</td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPLAIN No or Other:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>DESCRIBE DAMAGE TO VEHICLE/EQUIPMENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EST. COST</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

OTHER INDOT VEHICLE/EQUIPMENT OR PRIVATE VEHICLE/PROPERTY INFORMATION

<table>
<thead>
<tr>
<th>DRIVER'S NAME (First)</th>
<th>M.I.</th>
<th>LAST</th>
<th>HOME ADDRESS (Street)</th>
<th>CITY</th>
<th>ZIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>VEHICLE LICENSE NO.</td>
<td>STATE</td>
<td>DRIVER'S LICENSE NO.</td>
<td>STATE</td>
<td></td>
<td></td>
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<tr>
<td>MAKE OF VEHICLE</td>
<td>TYPE</td>
<td>YEAR</td>
<td>DESCRIBE DAMAGE TO VEH/EQUIP.</td>
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<tr>
<td>EST. COST (INDOT VEH.)</td>
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<td></td>
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<tr>
<td>OWNER OF VEHICLE (First)</td>
<td>LAST</td>
<td>HOME ADDRESS (Street)</td>
<td>CITY</td>
<td>STATE</td>
<td></td>
</tr>
</tbody>
</table>

PROPERTY DAMAGE (explain location of property and type of damage for other than vehicle)

| INSURANCE COMPANY (name) | ADDRESS (Street, City, State) |

INVESTIGATION, WITNESSES AND INJURIES INFORMATION

<table>
<thead>
<tr>
<th>AGENCY and LOCATION</th>
<th>NAME OF OFFICER</th>
<th>PHOTOS TAKEN?</th>
<th>TRAFFIC Citation?</th>
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<tbody>
<tr>
<td>WITNESSES</td>
<td>INJURIES</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Name</td>
<td>Name</td>
<td>Vehicle No.</td>
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</tr>
<tr>
<td>Address</td>
<td>Address</td>
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</tr>
<tr>
<td>City/State</td>
<td>City/State</td>
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<tr>
<td>Phone No.</td>
<td>Phone No.</td>
<td>1st Aid</td>
<td>Hosp.</td>
</tr>
<tr>
<td>Name</td>
<td>Name</td>
<td>Vehicle No.</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City/State</td>
<td>City/State</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone No.</td>
<td>Phone No.</td>
<td>1st Aid</td>
<td>Hosp.</td>
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</table>
### Analysis of Accident

<table>
<thead>
<tr>
<th>WEATHER CONDITIONS</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daylight</td>
<td></td>
</tr>
<tr>
<td>Dark</td>
<td></td>
</tr>
<tr>
<td>Clear</td>
<td></td>
</tr>
<tr>
<td>Fog</td>
<td></td>
</tr>
<tr>
<td>Rain</td>
<td></td>
</tr>
<tr>
<td>Snow</td>
<td></td>
</tr>
<tr>
<td>Ice</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ROAD CONDITIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dry</td>
</tr>
</tbody>
</table>

### Description of Accident

All information is accurate, factual and complete to the best of my knowledge and belief.

**Operator No. 1 Name**

**Date**

**Indot Operator No. 2 (if appl.)**

**Date**

### Diagram of Accident

Diagram of accident: (label vehicles, roads, etc.) (attach separate sheet if necessary)

**Diagram**

Indicate by arrow direction of north

Use solid line to show path of vehicle before accident

Dotted line after accident

Number each vehicle and show direction of travel.

All information is accurate, factual and complete to the best of my knowledge and belief.

**Operator No. 1 Name**

**Date**

**Indot Operator No. 2 (if appl.)**

**Date**

**Supervisors' Signatures**

**Immediate Supervisor Name:**

**Title**

**Date**

**Section Head/Superintendent Division Chief Name:**

**Title**

**Date**
Gross vehicle weight chart used to determine type of wrecker needed

**TRAQ VEHICLE IDENTIFICATION GUIDE®**

**CLASS 1 • LIGHT-DUTY** (6,000 lbs. or less GVW - 4 tires)*

**CLASS 2 • LIGHT-DUTY** (6,001 - 10,000 lbs. GVW - 4 tires)*

**CLASS 3 • MEDIUM-DUTY** (10,001 - 14,000 lbs. GVW - 6 tires or more)**

**CLASS 4 • MEDIUM-DUTY** (14,001 - 16,000 lbs. GVW - 6 tires or more)**

**CLASS 5 • MEDIUM-DUTY** (16,001 - 19,500 lbs. GVW - 6 tires or more)*

**CLASS 6 • MEDIUM-DUTY** (19,501 - 26,000 lbs. GVW - 6 tires or more)*

**CLASS 7 • HEAVY-DUTY** (26,001 - 33,000 lbs. GVW - 6 tires or more)*

**CLASS 8 • HEAVY-DUTY** (33,001 lbs. and over GVW - 10 tires or more)**

*Note: The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle’s driver’s side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.
Law enforcement communications with towing and recovery operators describing an incident and the vehicles involved can ensure quick and efficient clearing of these scenes and less disruption to traffic flow. In an effort to standardize communications, the towing industry is adopting the federal vehicle class standards as outlined herein.

**VIN CODES**

The year of the vehicle is critical information for towing operators in order for them to reference correct towing procedures. The diagrams on the front are examples of classifications. The following information about vehicle identification numbers affixed to the chassis will help determine the vehicle’s year. As noted, the vehicle’s year, identified by a letter or number in the VIN sequence, is the eighth character from the right.

**EXAMPLE 1995 VIN NUMBER:**

1P8ZA1279SZ215470

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>H</td>
<td>R</td>
<td>1</td>
<td>B</td>
</tr>
<tr>
<td>B</td>
<td>J</td>
<td>S</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>C</td>
<td>K</td>
<td>T</td>
<td>3</td>
<td>A</td>
</tr>
<tr>
<td>D</td>
<td>L</td>
<td>V</td>
<td>4</td>
<td>B</td>
</tr>
<tr>
<td>E</td>
<td>M</td>
<td>W</td>
<td>5</td>
<td>C</td>
</tr>
<tr>
<td>F</td>
<td>N</td>
<td>X</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>1986</td>
<td>1993</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>P</td>
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</tbody>
</table>

**TOW TRUCK/CAR CARRIER CLASSIFICATION**

**LIGHT-DUTY**

**TOW TRUCK**

**CAR CARRIER**

**HEAVY-DUTY**

**MEDIUM-DUTY**

**TOW TRUCK**

**CAR CARRIER**

**LOW BOY TRAILER**

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Table of Placards and Initial Response Guide to Use On-Scene
**Use this table only if materials cannot be specifically identified by using the shipping document, numbered placard, or orange panel number.**