



# Traffic Incident Response Plan

NDOT Contract #3401

Northbound US 395  
Improvement Project

# Traffic Incident Response Plan

## Introduction

The purpose of this plan is to outline a coordinated approach to managing traffic related incidents during construction of the project and to identify key personnel and their responsibilities, while establishing protocol for the handling of incidents within the work zone for the Nevada Department of Transportation Contract No. 3401: Northbound US 395 improvement project from Moana Lane to I-80, Reno, Nevada.

In order to effectively implement this plan, Granite Construction will be coordinating with the Nevada Department of Transportation, the Nevada Highway Patrol, the City of Reno, and other pertinent agencies to provide ample resources to increase operating efficiency, safety, and mobility of traffic throughout construction.

## Goals

Granite Construction and the Nevada Department of Transportation are committed to the convenience and safety of the traveling public. This traffic incident response plan is designed to address traffic incidents as they might occur on the Northbound 395 improvement project and establish the steps that will be taken to safely and promptly clear the roadways in hopes of improving public safety, reducing congestion, and delays throughout the construction zone.

It is a priority of Granite Construction and the Nevada Department of Transportation to provide the most efficient and steadfast response to any incident that may occur during construction operations. Through coordination of a multi-agency response, Granite Construction and NDOT will be enabled to facilitate a safe and fluid project. It is the goal of the project team to maintain a ten minute response time for emergency vehicles, law enforcement agencies, and towing services.

## Emergency Responders

Granite Construction recognizes the importance of understanding the roles and responsibilities of all the agencies involved. First responders will need to be trained to determine the severity of an accident and the conditions of

those involved to properly dispatch the appropriate personnel. NDOT will act as Incident Command until relieved of their duty by law enforcement or Emergency medical Services.

Depending upon the type of incident and the severity, emergency responders will include:

- Granite Construction personnel and equipment
- Nevada Department of Transportation personnel and equipment
- Contracted tow truck services
- Emergency medical response, including but not limited to: REMSA and Reno Fire Department
- Nevada Highway Patrol
- Reno Police Department
- Washoe County Sheriff

The Nevada Department of Transportation and Granite Construction Company have developed an emergency contact list for this project to identify key personnel and agency representatives who will be essential in implementing the Traffic Incident Response Plan.

### **KEY PERSONNEL/AGENCIES: Roles and Responsibilities**

Communication between the following agencies/personnel will be a crucial piece to the incident response plan that will be implemented on the NB US 395 improvement project to address incidents as they occur and provide appropriate response in the event of an emergency situation.

Each agency will provide Traffic Incident Response Training for their personnel to meet the goals of this plan.

#### **Nevada Highway Patrol**

Scott Swain

Andy McAfee

NHP is equipped with push bumpers to help remove incidents from the roadway. At the request of NHP and in acknowledgement of their benefit to

stranded motorists, NDOT will increase freeway service patrol presence during peak traffic periods.

- NHP will provide additional enforcement personnel under contract to maintain police presence and enforcement activities in and upstream of the construction activities during peak hours of traffic (6 am to 9 am) (4 pm to 7 pm)
- An upstream DMS should advise motorists that police are present for enforcement purposes
- In the event that that a citation becomes necessary, NHP will escort motorists to a location that will limit the impact on traffic flows and will not interfere with construction operations. This includes the delay of pullover until outside of the construction zone unless it is absolutely necessary that the vehicle in question stops immediately
- Limit the use of emergency lights and sirens within the construction zone. This is often a distraction to the traveling public
- Establish or assume incident command for major traffic related incidents in the project area
- Clear the highway quickly in a safe and practical manner. Investigations should be conducted in a manner to minimize impact to travel lanes and when possible be moved to locations out of the work zone to reduce impact on traffic
- Coordinate with NDOT and Granite Construction on any decisions to close lanes
- Coordinate towing needs beyond the services provided by the contractor
- Communicate with other agencies such as the Reno police, Reno Fire, and in the case of a fatality, the Washoe county Coroner's office
- Radio Communications with Reno Fire Units will be on PSFIRE1 (page 1, channel 16 on 800 MHz radios)
- Advise appropriate agencies when incident traffic is diverted onto city streets
- Provide increased enforcement south of the project boundaries to create a presence and heighten driver's awareness

### **Freeway Service Patrol**

Contact: John Domina

- Provide assistance to disabled vehicles, lost, sick or injured motorists, pedestrians and certain other incidents such as animals on the roadway, travel lane or shoulder debris, accident scenes, vehicle fires and fuel leaks

- Provide support to NHP throughout project area in the event of an accident
- Patrol routes on US 395 are currently provided Monday thru Friday from 6 a.m. to 7 p.m.
- Provide an additional service van for 12 hours of service a day once traffic control has been established. This extra van will be focused primarily on the NB lanes

### **City of Reno Police Department**

Contact: Dave Evans

RPD will support NHP efforts as requested. City street incidents that impact the flow of traffic near the construction area will be reported to the NNROC to dispatch appropriate personnel to ensure that the roadway will be cleared as quickly as is safe and practical to reduce impact to the freeway system. Incidents on interchanges that affect freeway traffic flow will be held to the same response plan. City of Reno will also support NHP with any detours and alternate routes that may be implemented on city streets.

### **City of Reno**

Contact: Kurt Dietrich

In the event of an incident City of Reno will be implementing alternative signal timing on Kietzke Lane and El Rancho Drive to create traffic flush patterns. Traffic will be diverted to this alternate northbound route through the metropolitan area to reduce the traffic queues on the freeway. This system will reduce congestion and improve traffic safety. The use of flush patterns will be determined based on the location of the incident, the level of the incident, and other factors. Multiple signal timing patterns have been developed for use to address various scenarios.

The alternative route and signal timing plan is currently being developed and will be incorporated into the Traffic Incident Response Plan when completed. A map will also be provided, outlining the Traffic Signal Flush Patterns for Kietzke Lane and El Rancho Drive.

### **Nevada Department of Transportation**

Contact: Shane Cocking, PE resident Engineer

- Notify NNROC in the event of an incident
- Coordinate with NHP and District II to implement alternate routes as necessary
- Coordinate with NHP and other emergency response agencies for incident response access
- Ensure wide dissemination of closure information to media, project stakeholders, and appropriate organizations
- Coordinate routes and timing of construction equipment delivery with Granite Construction to minimize traffic disruptions
- Assist in the management of traffic as requested by NHP
- Provide and place all required traffic control
- Provide sand or special equipment as required
- Investigate and repair damages to roadway

### **Diversified Consulting Services (DCS)**

Contact: Tony Kaiser, Asst. R.E.

- Assist NDOT with project oversight
- Coordinate with NDOT and Granite Construction to plan and implement resources for the Traffic Incident Response Plan
- Direct construction personnel in the event that NDOT management is not on site
- Provide traffic control updates to NNROC

### **District II**

Contact: Dave Titzel, PE assistant District Engineer

- Operate temporary and permanent ITS electronic traffic monitoring system to track and report incidents
- Monitor incidents and provide communication support to all emergency responders
- Coordinate with NHP to support the implementation of alternate routes
- Provide traveler information on incidents through existing systems. Determine temporary or additional systems for this project (cameras, ITS etc.)
- Update DMS with accident ahead information

- Coordinate with Northern Nevada Roadway Operation Center (NNROC)
- Provide access to ITS feed
- Coordinate with City of Reno for revised signal timing when necessary
- Modify the snow removal plan to ensure that the work zone is well maintained

## City of Reno Fire Department

Contact: Sandy Munns

City of Reno fire Department is in the process of developing new GIS and response plans from the Moana and Mill Street Stations. This should allow for a more fluid response by dispatching response vehicles from the closest fire station. NDOT and Granite will review current and new procedures and deployment strategies to assist in optimizing the plans. One fire apparatus is deployed unless there are trapped occupants, in which two or more fire apparatus will be deployed. On scene responsibilities include:

- Respond to fire, medical, rescue, and hazardous material incidents within their jurisdiction
- Will act as incident command in the event that there is an injury accident. Once the injured persons have been removed from the scene, NHP will assume incident command
- Respond to fire and contain the incident
- Provide emergency traffic control until police or NDOT arrival
- Rescue, extricate, and treat injured persons
- Assist with containment or clean-up, or request resources, at the direction of NHP
- Release incident information only to appropriate agencies. Reno Fire Department will not act as PIO at the scene
- Position apparatus upstream from the incident and refrain from taking two lanes when responding to an incident unless necessary to provide safety to emergency responders
- Coordinate with NDOT and Granite Construction to establish traffic control
- Communicate with Law Enforcement agencies on PSFIRE1 (page 1, channel 16 on 800 MHz radios)

## REMSA

Contact: Ken Kitts

- Provide Medical response
- Coordinate with NHP and Reno Fire Department during incident response
- Treat and transport injured persons
- Position ambulance(s) downstream from accidents, to allow easier loading of patients and rapid egress from the incident

## Coroner

- Law Enforcement and Emergency Medical Services personnel will be responsible for contacting Coroner's office
- Provide response to fatality crashes or construction related fatalities
- Conduct death investigations in conjunction with law enforcement
- Provide next of kin notification and press release

## Granite Construction Company

Contact: Brian Roll, Project Manager

Dave Hughes, Area Safety Manager

- Follow contractor responsibilities as outlined in this manual
- Provide emergency pullouts and other staging areas out of the flow of traffic for disabled vehicles until towing services can be provided
- Move temp barrier rail to provide additional access for EMS
- Coordinate ramp closures with businesses and law enforcement agencies
- Contract and coordinate with towing company to remove debris, disabled vehicles and vehicles damaged in non-injury collisions
- Install temporary and permanent ITS electronic monitoring system
- Provide Traffic Incident Response training for construction personnel
- Provide traffic control and flagging at the discretion of the R.E. or Nevada Highway Patrol
- Assist motorists at the discretion of the R.E. or Nevada Highway Patrol for disabled vehicles and non-injury accidents

- Notify NDOT in the event of an incident and take appropriate measures to maintain safe and flowing traffic conditions
- Provide NDOT with weekly lane closure and TC updates

### **Towing/Recovery**

Contact: Dean Kirsch, Milne Tow & Transport located ½ Mile from Moana Interchange, capable of towing light to medium duty, currently have a person at their shop 24 hrs.

Contact: Mark Dingley, M&M Tow and Transport, located on Parr Blvd. capable of Heavy Duty Towing

Contact: John King, Cal Nevada Towing

- Respond quickly to incidents when called, maintain a response time goal of 10 minutes at all times
- Remove vehicles in a safe manner
- Provide on-call services for a consistent specified period of time
- Monitor ITS video through web access
- Remove unattended/disabled vehicles from the construction zone to a safe location outside of the construction limits (location to be identified by the proper authorities)
- Work in coordination with Granite to provide towing services when deemed necessary, but not in conflict with NHP investigation/procedure.

### **Public information Officer**

Contact: Scott Magruder

- Determine media staging areas
- Coordinate all media inquiries
- Update media outlets on incident status
- Update NDOT website
- Maintain and coordinate media partnerships
- Communicate with NDOT Resident Engineer for up to date construction operations and traffic control updates/lane closures
- Provide information to the public regarding Nevada's "Move It Law"
- Coordinate with Public Information Officers from other agencies to ensure project information is current

## Emergency Access

In the event of an incident there will be three alternatives for emergency personnel to access the scene:

### Flow with traffic

- Appropriate for minor incidents blocking only shoulder or one lane of travel
- Requires traffic to still be moving or able to allow emergency vehicles to pass
- Not appropriate if all lanes are blocked or if traffic is not flowing, or if shoulders are not available

### Contra Flow

- Appropriate for major incidents blocking all lanes of traffic
- Requires confirmation that all traffic is clear before emergency vehicles proceed, will be coordinated with NHP
- May require closure of downstream ramps
- Not advised for minor incidents blocking only one lane as it requires blocking the entire interstate in one direction
- Requires confirmation that it is safe for emergency vehicles to proceed

### Through the construction area

- Appropriate for major incidents blocking all lanes of traffic
- May require contractor to move temporary concrete barrier
- Requires confirmation that it is safe for emergency vehicles to proceed
- May require implementation of alternate routes
- Access through construction zone may be limited depending upon location within the project

## Emergency Response Parking

- Responders will consider the placement of vehicles to minimize impact to traffic without compromising the safety of response personnel
- Fire apparatus will park upstream of accidents, using one lane whenever possible

- Ambulance(s) will park downstream of accidents to facilitate easy loading and rapid egress from the scene
- The focus should be on moving response vehicles and personnel out of lanes as quickly as possible to minimize the number of lanes closed
- Emergency pullouts will be utilized when possible but should not be considered for long-term placement of vehicles

### **Alternate Routes**

The traveling public will be encouraged to use alternate routes at their own discretion to reduce the congestion on the freeway system throughout the course of the project. In the event of a major traffic incident within the work zone of the northbound US 395 improvement project alternate routes may have to be utilized and traffic signal flush patterns implemented. Once it has been determined that the use of alternate routes is necessary, NNROC, NDOT, DCS, NHP, City of Reno, RPD, and Granite will coordinate and implement the detours.

- Diverting traffic to alternate routes should only be considered when there is a full closure of NB 395 or when the incident commander deems necessary for the safety of the traveling public and responders
- Consideration must be given to the extent of the roadway or structural damage, and the extent of bodily injuries or fatalities.
- Unified incident command will concur on final determination of alternate routes
- Contact NDOT District II when lanes are reopened

### **Implementation of Alternate Routes**

In the event that shifting traffic to alternate routes is required, the following actions should be taken:

NNROC must be notified by NDOT R.E. or NHP of any closures or implementation of alternate routes

Notification must include:

- Location of incident
- Extent of Closure (number of lanes, from where to where)
- Anticipated duration of closure

- Injuries or fatalities
- Whether or not vehicles are drivable
- Whether or not hazardous materials are involved
- Types of vehicles involved
- Need for debris or Haz-mat removal

**See Alternate Route map on page 13.**

# Alternate Routes Map



## **Emergency Pullouts**

With rail set on the roadway separating the live traffic from the construction zone the need for emergency pullouts will be established in areas without shoulders or nearby off ramps. Granite will provide bowed areas of rail to serve as emergency pullouts. Emergency pullouts will be every 2000' in areas with no shoulder or off ramp within that vicinity and proper signage will be placed 1000' upstream of the pullout.

It has been determined at this time that there will be two emergency pullouts within the construction zone. One located between Mill St. and Glendale Ave. (station 475+00±) and one located at the north end of the Viaduct (station 429+00±). Additional emergency pullout areas will be established as necessary.

## **Towing Service**

Granite Construction is contracted with three towing companies that will be available during construction. The immediate communication between Granite Construction and the towing company will help to expedite the removal of immobile vehicles as well as the clearing of debris from the roadway. In the event of a vehicle collision NHP will determine the necessary towing action to be taken, to ensure safe and prompt removal of immobile vehicles from the work zone.

Once the vehicle has been removed from the work zone, it will be the responsibility of the vehicle owner to provide their own towing service.

## **Snow Removal**

In the event of snowfall requiring snow removal, Granite will provide adequate personnel to remove and/or relocate signs, message boards, barricades, cones, and barrels in order for NDOT maintenance to clear snow. It will also be critical to remove the Temporary ITS Trailers from the roadside to prevent any damage to the equipment.

Prior to an anticipated snow event a meeting will be held between Granite and NDOT to address the specific plan of action for snow removal during that phase of construction. Granite will assist in any way possible to maintain safe road conditions.

## **Traffic Management System**

The traffic management system will be used to provide the traveling public with information while traveling through the work zone as well as inform motorists of incidents within the work zone. Depending on the severity of the incident within the construction zone the traffic management system will inform motorists to use caution or advise alternate routes. NDOT project personnel will be in contact with NNROC to place appropriate messages on the Dynamic Message Signs (DMS).

## **Protocol to be followed in the event of an incident**

First responder should:

- First call for any injury accident or haz-mat should be 911, then NHP. This will reduce response time or the Fire Department and REMSA
- Notify NDOT personnel, NDOT personnel will then notify NNROC
- Position the vehicle to maintain at least one lane of travel when possible
- Determine the severity of incident and condition of persons involved and relay to dispatch
- Identify if any hazardous materials are involved
- Act as incident command until relieved
- Assist in making arrangements to provide temporary traffic control and scene management if necessary to minimize secondary crashes
- Provide a safe environment for responders

## **Notifying NHP Dispatch**

- Dial \*NHP (\*647) and provide them with following information if known:
  - Location of incident including nearest ramp and milepost
  - Extent of closure(# of lanes from where to where)
  - Anticipated duration of closure
  - Injuries or fatalities
  - Whether vehicles are drivable
  - Hazardous material involvement, if applicable
  - Types of vehicles involved, if towing is necessary
  - Need for debris or hazmat removal

## Incident Levels and appropriate response

### Level 1:

Impact to traveled roadway estimated to be less than 30 minutes with no lane blockage or the impact to traveled roadway is estimated to be less than 30 minutes with lane blockages

- Follow agency and Traffic Incident Response Plan protocols
- NDOT Construction personnel will notify NNROC to place information on dynamic message signs (DMS)

### Level 2:

Impact to traveled roadway estimated to be greater than 30 minutes, but less than 90 minutes with lane blockages, but not a full closure of the roadway

- Establish unified incident command
- Consider implementing alternate routes
- Consider designating staging areas
- Provide updates on incident status every 15 minutes
- Contact NNROC to dispatch appropriate emergency response personnel in addition to:
  - NDOT District II
  - NDOT PIO (Public Information Officer)
  - Update NDOT website
  - Monitor cameras
  - Place DMS message
  - Adjust signal timing on alternate routes
  - Send E-mail advisory to affected team members

### Level 3:

Congestive impact to traveled roadway is estimated to be greater than 90 minutes

- Establish incident command center or post
- Coordinate with NDOT, RTC and City of Reno to implement alternate routes

- Consider designating staging areas
- Provide updates on incident status every 15 minutes
- Contact NNROC to dispatch appropriate emergency response personnel in addition to:
  - NDOT District II
  - Contact NDOT PIO
  - Update NDOT website
  - Monitor cameras
  - Place DMS message
  - Adjust signal timing on alternate routes
  - Send E-mail advisory to affected team members

### **Actions to be taken when vehicles are to be removed**

- Drivers involved in minor accidents only involving property/vehicle damage are required to move the vehicle to an area that does not obstruct traffic
- In the event that driver cannot move vehicle or if there is any sign of personal injury the decision to move a vehicle from an incident must be made by an NHP officer or other Law Enforcement/EMS responders
- If possible vehicles should be moved to the next closest off ramp or to an emergency pull out as to not impact traffic, preferably a safe location outside of the construction limits, this will be a coordinated effort between GCCO and contracted tow services

### **Traffic Incident Response Communication Plan**

The Traffic Incident Response Plan will be reviewed and updated by representatives from the key personnel portion of this report on a quarterly basis beginning in May of 2010, for the duration of construction, or as needed on an incident by incident basis. The Traffic Incident Response Plan will be reviewed at a project level on a weekly basis as part of the weekly partnering meeting to address any issues as timely as possible. The plan is intended to be an ongoing aspect of the project and will be updated as necessary to stay current with the phases of the project. Amendments to the plan will be sent to persons on the contact list and will serve as a continuous method to keep the plan up to date. After incidents, debriefings will be held to discuss the incident and determine if proper procedures were followed and what outcomes came about. With this information the plan can be adjusted accordingly to increase efficiency in the event of future incidents.

## Training

Granite Construction will provide training to all construction personnel working on Northbound US 395 Improvement project as to the protocol to follow when addressing incidents within the construction work zone.

Each agency will provide Traffic Incident Response Training for their personnel to meet the goals of this plan.

## Emergency Contact List

Agency	Name	Title	Phone
	Emergency Response		911
NHP	Emergency Response		*647
NHP	Scott Swain	Lieutenant	
NHP	Andy McAfee	Lieutenant	
City of Reno P.D.	Dave Evans		
City of Reno F.D.	Sandy Munns	Battalion Chief	
REMSA	Ken Kitts	Dispatch Supervisor	
NDOT	Shane Cocking	Resident Engineer	
NDOT	Dave Titzel	Asst. Distr. Engr.	
NDOT	Scott Magruder	Public Info. officer	
DCS	Tony Kaiser	Asst. Resident Engr.	
DCS	Mark Del Soldato	Asst. Resident Engr.	
Granite	Tom Watters	Branch Safety manager	
Granite	Dave Hughes	Area safety manager	
Granite	Brian Roll	Project Manager	
Granite	Dave Funk	Project Superintendent	
Granite	Craig Miller	Lead Project Engr.	
Granite	Dan Caldwell	Structures Project Engr.	
Granite	Jason Griffis	Night Project Engr.	
Granite	Cody Cummings	Office Project Engr.	