

**Manual**

# **Traffic Incident Management Services**

**November 2021**

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## 1 Introduction

This manual is issued under the authority of Section 166 of the *Transport Operations (Road Use Management) Act 1995*. The contents of this manual are issued as an 'approved notice' under Section 166(2) of said Act.

### 1.1 Aim

This manual seeks to provide statewide applicable standards and guidance on the provision of Traffic Incident Management Services (TIMS) that support the *Open Roads* policy from a service delivery, operations and management perspective. It is not intended to be prescriptive to the level of process or procedure for district operations.

While the focus of TIMS and the types of TIMS provided will vary across the state, the goals of optimising safety (for both road users and TIMS providers) and reducing incident-related network impact are common.

Whether deployed in an urban or rural setting, it is necessary that any region / district providing TIMS meets the requirements as outlined in this manual.

### 1.2 Scope and content

This manual covers key operating requirements, authorities, general information and guidance on deploying TIMS but not funding of these services.

It **does not** cover the technology behind (for example, CCTV, STREAMS), or operations of, a traffic management centre (TMC) or regional office, nor the management or publication of traffic and travel information (TTI), nor disaster or critical incident management.

### 1.3 Use (applicability)

Users of this information may include departmental officers, and contractors, involved in the resourcing, management and operation of TIMS performed by the department and contracted agents providing TIMS on behalf of the department.

Whilst guidance is provided for state-controlled roads only, to seek consistent statewide approach to TIMS, local governments and other road operators are encouraged to use this manual as a base for their service delivery where practical.

For Queensland, it should be read in conjunction with:

- Transport and Main Roads policies, in particular [Open Roads Policy \(2009\)](#)
- [Queensland Guide to Traffic Management Part 9 Transport Control Systems – Strategies and Operations](#)
- [Queensland Guide to Traffic Management Part 10 Transport Control – Types of Devices](#)
- Queensland [Manual of Uniform Traffic Control Devices](#) (MUTCD)
- Transport and Main Roads [Technical Notes](#).

#### **1.4 Referenced legislation**

The following [legislation](#) has been referenced within the body of this manual:

- *Tow Truck Act 1973*
- Tow Truck Regulation 2009
- *Transport Infrastructure Act 1994*
- *Transport Operations (Road Use Management) Act 1995*
- Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015
- Transport Operations (Road Use Management – Driver Licensing) Regulation 2010
- Transport Operations (Road Use Management – Road Rules) Regulation 2009
- Transport Operations (Road Use Management – Vehicle Registration) Regulation 2021
- Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulation 2011
- *How to Manage Work Health and Safety Risks Code of Practice 2011*
- *Fire and Emergency Services Act 1990*
- *Ambulance Service Act 1991.*

#### **1.5 Traffic incident management**

Traffic incident management is defined as the systematic, planned and coordinated use of human, institutional, mechanical and technical resources to reduce the duration and impact of incidents, and improve the safety of motorists, crash victims and incident responders.

The use of these resources intends to:

- increase safety and operating efficiency
- minimise the impact of incidents on the road network
- reduce the overall duration of an incident through implementing appropriate response
- support Emergency Services.

#### **1.6 Open Roads policy**

The department is committed to optimising safety and reducing incident-related impact on the road network by expediently clearing incidents to restore traffic flow at the earliest possible time.

*Open Roads* consists of legislation, policies and manuals, and a range of services that enable the Queensland Government to carry out safe and timely removal of obstructions, including vehicles, loads and other things from Queensland roads. *Open Roads* aims to remove the dangers associated with these obstructions across the network as quickly and safely as possible, in order to restore the normal flow of traffic.

### **1.7 What are Traffic Incident Management Services?**

TIMS are on-road service activities undertaken by Transport and Main Roads officers, or their contracted agents, that support the intent and desired outcomes of the *Open Roads* policy.

TIMS facilitate effective traffic management around an incident scene and assist in the efficient clearance of traffic incidents. TIMS activities are often performed under the direction of a delegated officer acting under Part 4C of the *Transport Operations (Road Use Management) Act 1995*.

A complete TIMS program comprises the necessary personnel, training, equipment and operations to reduce the impact and duration of incidents and thereby reduce overall network impact. An effective program requires highly-trained personnel who may use specifically-equipped vehicles and/or tools to respond to traffic incidents.

### **1.8 Network servicing**

Ultimately, it would be desirable for the services to be available across the whole network 24-hours per day, seven-days per week; however, as resources are not infinite, service areas and attendance need to be prioritised. Regions should offer TIMS based on risk, resource availability and operational requirements.

Areas considered for priority servicing include:

- roads with a critical level of congestion (measured by duration of congestion)
- roads with a critical level of incidents (measured by duration of incidents)
- critical sections of roads or infrastructure, such as key river crossings, major interchanges, bus and high-occupancy vehicle lanes, tunnels and so on
- roads of significance to the freight and tourism industries and transport corridors
- roads of significance in connecting regional communities.

### **1.9 Service and activities**

There are a number of established services available in the area of Traffic Incident Management. Although the service requirements are identified locally, generally, they are split into the following:

- Traffic Response
- Stationary Vehicle Management (including abandoned)
- Incident Response (1<sup>st</sup> response); and
- Emergency Clean-up and make safe (2<sup>nd</sup> response).

These services, with the exception of 'Emergency Clean-up and make safe' are discussed in this manual. For more information on 'Emergency Clean-up and make safe', refer to the [Routine Maintenance Guidelines](#).

### **1.10 Open Roads and incident management agency roles**

It is the department's responsibility, along with a number of other agencies, to take any necessary steps to reduce delays and risk associated with incidents, including secondary crashes, abandoned or broken-down vehicles, loads or other things.

There are currently Memoranda of Understanding and Protocols in place that clearly define the various roles and responsibilities of the various agencies involved in incident management. This manual does not look to replace them but merely provide an overview.

**Table 1.10 – Glossary of terms**

<b>Term / Acronym</b>	<b>Description</b>
Emergency Services	Emergency Services includes the Queensland Ambulance Service (QAS) and Queensland Fire and Emergency Services (QFES)
PPE	Personal protective equipment
QAS	Queensland Ambulance Service
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
SCP	Special Circumstances Permit
STMC	Statewide Traffic Management Centre
TGS	Traffic Guidance Scheme
TIMS	Traffic Incident Management Services
TIMS Personnel	Generic term used for all personnel undertaking in-field traffic incident management services
TMC	Traffic Management Centre (in the absence of a TMC in a region / district, this role may be performed by the STMC or regional / district office)
TRO	Traffic Response Officer
TRU	Traffic Response Unit
WH&S	Workplace Health and Safety (including Act, Regulation and applicable documents and guidance)

## **2 Resourcing**

This section provides guidance on the various considerations required prior to engaging personnel or procuring vehicles and equipment for the purpose of performing TIMS activities.

All individuals delivering TIMS on behalf of the department, including departmental staff and contracted agents, must be aware of and comply with the following standards.

This section also outlines the process for obtaining relevant delegations and authorities to perform certain relevant *Open Roads* activities on the road.



## **2.1 Work health and safety**

TIMS personnel, whether it be internal Transport and Main Roads (for example, RoadTek) or a contracted agent, must comply with all requirements with respect to work health and safety (WH&S).

The TIMS personnel and agent **must**:

- abide by WH&S provisions as detailed in the Act and Regulation
- maintain appropriate WH&S standards and ensure a Quality and Safety System, compliant with the department's legal requirements, is implemented
- hold current certification to Quality Management System AS/NZS ISO 9001:2016 and Occupational Health and Safety Management System AS/NZS 4801:2001 (or an equivalent standard)
- develop and supply appropriate Safe Work Method Statements prior to the operation of the service that aligns and conforms to legislation and WH&S practices
- work towards a zero-harm policy
- report any injuries, illness or dangerous occurrence (including near-misses) in accordance with the reporting requirements of WH&S – these incidents should **also** to be reported to Transport and Main Roads if TIMS is delivered by contract
- inform itself, and keep its employees informed, of the requirements of all laws and ensure the TIMS provider and its employees comply with those laws and requirements
- ensure the conduct of their employees comply with the TIMS providers' obligations, including in relation to conduct
- ensure all personnel have and use the required personal protective equipment (PPE) whilst performing the Service.

## **2.2 Personnel standards**

For the safety of themselves and others, TIMS personnel acting on behalf of, and at the direction of the department, **must**:

- be competent, and appropriately trained, qualified and licensed to perform duties
- be in a satisfactory physical, mental and emotional state to perform duties competently
- be polite and courteous at all times when interacting with other road users as part of their duties
- comply with all relevant legislation, policy, standard and guidelines in relation to their actions and activities undertaken
- comply with any specific conditions of any approval attached to their licence or training
- comply with the employer's Code of Conduct
- comply with all WH&S requirements

- carry out lawful requests promptly, consistently and effectively when issued by a Police officer or other authorised person
- maintain a 'zero percent' blood / alcohol concentration and be drug-free while on duty
- continually assess the safety of themselves and the activities being undertaken and act responsibly
- wear PPE and uniform (as required) appropriate for the activities being undertaken
- report any unsafe activity, incident and near-miss
- adhere to all road rules, including those relating to travel, parking and pedestrian activities, unless otherwise directed by an officer of the Queensland Police Service (QPS) or Emergency Services or issued with a Special Circumstances Permit (SCP)
- keep proper and accurate records
- not exceed their authority or delegation
- be accountable for their actions.

For the safety of themselves and others, TIMS personnel acting on behalf of, and at the direction of the department, **must not**:

- perform duties while affected by a drug or affected by medication causing impairment
- perform duties while fatigued
- carry out any action that could be deemed unsafe
- attempt to resolve disputes – if appropriate, calm the situation or move away and seek Police assistance (if required)
- allow private, commercial or other employment interests to interfere with, or influence, their actions
- directly or indirectly request or accept gifts, commissions or benefits of any kind from any member of the public, media or towing company
- towing company spotter's fees in particular are expressly forbidden, and all offers made to TIMS personnel must be declined and reported to the TMC.

Should any issue, incident or near-miss arise from these points, it **must** be reported to the TMC as soon as practical. This does not replace any other reporting requirements.

### **2.2.1 Breach of regulation, this manual or procedures**

If a report of a possible breach of regulations, this manual or procedures by TIMS personnel is received, an authorised person nominated by the region will be responsible for assessing the situation and taking appropriate action in accordance with Transport and Main Roads policy, manual, Code of Conduct and Ethical Standards.

### **2.2.2 Damage liability**

The *Transport Operations (Road Use Management) Act 1995* s51N is designed to provide protection from civil liability when powers to move or remove a vehicle from a road under s51G are exercised in a reasonable way. It will not provide protection if actions are carried out negligently. Thus, s51N will not protect against liability where a vehicle, load or other thing is damaged while it is being moved or

removed and the damage arises because a person's conduct in moving or removing the vehicle is careless or reckless, such that their actions amount to negligence.

### **2.3 Uniforms and personal protective equipment**

While on duty, all personnel providing TIMS must wear uniforms and PPE appropriate for the functions being undertaken and comply with the requirements of the:

- Workplace Health and Safety Act and Regulation
- Queensland *Manual of Uniform Traffic Control Devices (MUTCD) Part 3 Traffic control for works on roads*.

This equipment includes, but is not limited to, the wearing of long-sleeved shirts, long-legged trousers (with reflective bands) and a broad brimmed hat.

To ensure consistency in the appearance of all personnel providing TIMS, Transport and Main Roads employees providing TIMS must wear departmentally-approved uniforms and road safety protective and reflective clothing, including wet-weather clothing. Uniforms shall display departmental branding and position title, and designs must be in line with existing services.

In addition to the standard PPE requirements specified, contracted TIMS personnel acting on behalf of the department should, at minimum, wear clothing such as a shirt or vest featuring departmental branding and position title, which must be approved by the department.

### **2.4 Delegations and authorisations**

Certain TIMS activities require authorities and/or delegations. The following outlines these activities and related legislation provisions.

#### **2.4.1 Open Roads legislation**

Following is an overview of *Open Roads* powers and responsibilities in the legislation. For exact wording, please see Part 4C of the *Transport Operations (Road Use Management) Act 1995*.

Section 51G provides the power to:

- move or remove the vehicle, load or other thing from the road, or
- request a service or towing operator to remove the vehicle, load or other thing.

Section 51I provides the power to:

- recover moving expenses from the last person in charge (or owner) of the removed thing.

Section 51L provides the power to:

- dispose of removed things if not claimed and moving expenses paid after two months.

Section 51M provides the power to:

- immediately dispose in particular circumstances.

Generally, TIMS personnel do not have these delegations. This is usually held by TMC personnel.

#### **2.4.2 Vehicle registration information**

Under s199 of the Transport Operations (Road Use Management – Vehicle Registration) Regulation 2021, authorised departmental staff can access registered vehicle operator details for the purpose of making contact in relation to moving or removing vehicles (under s51G of the *Transport Operations (Road Use Management) Act 1995*).

Generally, TIMS personnel do not have these delegations. This is usually held by TMC personnel.

#### **2.4.3 Placing traffic control devices on roads**

Generally, TIMS personnel do not have the delegation to install or remove official traffic signs. This is usually held by TMC personnel. TIMS personnel act under the direction of the TMC.

TIMS personnel may place traffic control devices on a road if:

- directed by an appropriate delegate in the TMC to install or remove official traffic signs from a road or off-street regulated area (as defined in s68 of the *Transport Operations (Road Use Management) Act 1995*)
- directed by an appropriate delegate in the TMC to install official traffic signs in case of danger (as defined in s71 of the *Transport Operations (Road Use Management) Act 1995*)
- directed by an appropriate delegate in the TMC, to erect or display a restricted road use notice to prevent damage to road transport infrastructure or to ensure the safety of road users and other persons (as defined in s46(1) of the *Transport Infrastructure Act 1994*)
- directed by Police, Queensland Fire and Rescue Service or Ambulance Services to implement traffic control at an incident scene (as defined in the *Fire and Emergency Services Act 1990* and the *Ambulance Service Act 1991*).

#### **2.4.4 Effect a road closure**

Generally, TIMS personnel do not officially close a road – they typically act under the direction of the TMC or other authorised officer with legal delegations (Regional Director or regional engineer) to close / open a road.

For situations that require traffic to be stopped or diverted due to a dangerous situation (for example, crash or flood), appropriate signage can be deployed under s71 of the *Transport Operations (Road Use Management) Act 1995* which provides the power to install official traffic signs in case of danger. This is often referred to as an informal road closure.

#### **2.4.5 Traffic control**

Section 96(5) of the *Transport Operations (Road Use Management) Act 1995* provides the power to temporarily prohibit, divert or direct traffic and take other related actions to ensure the safe and effective regulation of traffic.

TIMS personnel that have this delegation (that is, they are an accredited Traffic Controller) can only operate within the department's approved procedure for controlling traffic. Refer to the [Traffic Controller Accreditation Scheme Approved Procedure](#) for further details.

TIMS personnel who are not an accredited Traffic Controller cannot place traffic control devices on roads without first seeking approval from a delegated officer, including a Police officer.

## **2.4.6 Road rule exemptions and Special Circumstance Permit**

TIMS personnel have no exemptions from road rules, unless in possession of a Special Circumstances Permit (SCP) and acting under the conditions of that permit.

Officers providing certain types of incident response services may apply for a SCP under s128 of the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015 which grants exemptions to certain provisions of the Transport Operations (Road Use Management – Road Rules) Regulation 2009.

For information on SCPs, email:

[Driver\\_Licensing\\_and\\_Road\\_Rules@tmr.qld.gov.au](mailto:Driver_Licensing_and_Road_Rules@tmr.qld.gov.au).

## **2.4.7 Emergency personnel status**

Departmental vehicles providing incident response services do not have emergency vehicle and worker status (that is, they cannot operate under red and blue flashing lights and a siren as an ambulance or Police car can). TIMS personnel respond to traffic incidents under normal road use conditions and must comply with all road rules, unless otherwise exempted and if necessary, to do so, while attending, or performing duty associated with, a traffic incident on a road.

## **2.5 Vehicle and equipment requirements**

All TIMS vehicles must be suited and equipped to safely undertake the activities they are intended for. Consideration needs to be made, but not limited to:

- safely undertake the tasks that will be required to be performed, especially access to equipment in high-speed environment
- meet the requirements of the tasks that they will be required to perform; and
- present a consistent image of the department.

All vehicles, plant and equipment must be serviced and maintained in accordance with the relevant Australian Standards and/or manufacturer's specifications to fulfil the requirements of the provider.

Accurate maintenance and service records must be maintained and provided upon request for all items of plant and equipment to be used.

All equipment must comply with the MUTCD and any other legal requirements.

Personnel providing TIMS must be adequately trained on all supplied equipment and possess the required certifications of licences.

### **2.5.1 Vehicle modification**

The [Queensland Road Vehicle Modification Handbook](#) provides information for vehicle owners or vehicle modifiers wishing to modify light vehicles (gross vehicle mass of not more than 4.5 t) from the manufacturer's original specifications.

For information about heavy vehicles (gross vehicle mass more than 4.5 t), including standards and guidelines for heavy vehicles, refer to the [National Heavy Vehicle Regulator](#).

This would include any requirements to attach non-standard equipment such as padded front bumper for push / shunt disabled vehicles.

### 2.5.2 Livery and branding

All dedicated and specifically-equipped vehicles for TIMS purposes should use the half-Battenberg livery and be clearly and easily identifiable as a Transport and Main Roads vehicle. This includes vehicles used for other purposes, but that are primarily used for incident response duties. The intention of this livery is to maximise visibility and safety on the road.

The livery should also be consistent with existing TIMS already in operation within the department. Branding should include:

- blue and yellow (Battenberg) chequerboard pattern on front and side of vehicle (as illustrated in Figure 2.5.2(A))
- red and yellow chevrons on back of vehicle (as illustrated in Figure 2.5.2(B))
- vehicle service type (for example, 'Traffic Response Unit') clearly printed on the vehicle
- Queensland Government logo
- [QLDTraffic website](#) and 13 19 40 phone details.

**Figure 2.5.2(a) – Blue and yellow (Battenberg) chequerboard pattern on front and side of vehicle**



**Figure 2.5.2(b) – Red and yellow chevrons on back of vehicle**



Regions that use standard departmental vehicles for providing TIMS in the absence of dedicated incident response vehicles should ensure that vehicles are branded and equipped adequately to operate safely within local network conditions.

If a contracted vehicle is used exclusively for the department, any variation to vehicle branding as outlined here must be endorsed by the department.

If a contracted vehicle is used for other business outside of contractual arrangements with the department, it is understood that the vehicle may remain in the colours / decals of the service provider, provided that, during contractual hours and acting under direction of the department, a Queensland Government logo is affixed (generally with magnetic decals).

These logos must be removed while performing non-departmental business.

### 2.5.3 Rotating lights

TIMS vehicles are classed as a special use vehicle as per s114(6) of the Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021, As a special use vehicle, s114(1)(b) states 'a special use vehicle may be fitted with one or more flashing yellow lights'.

This is reinforced in the MUTCD.

TIMS personnel acting under the exemptions of a SCP while in operational mode and proceeding to, or at, a scene of an incident, are required to travel in a vehicle with yellow flashing lights activated. Any vehicle that may be controlled by an officer under these circumstances must be equipped with yellow flashing lights.

Other coloured lights are not permitted, unless classed as an exempt vehicle. Exempt vehicles are outlined in s114(1) of the Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021.

## **2.6 Established / defined services**

### **2.6.1 Traffic Response Unit**

The primary role of Traffic Response Officers (TRO) operating the Traffic Response Unit (TRU) is to:

- deploy traffic management (incident delineation and advance warning)
- undertake welfare checks
- contribute to the overall safe resolution and minimise traffic impacts of an incident.

This is achieved through a dedicated response to traffic management around an incident scene and effective communication with the relevant TMC and other responding agencies.

#### **2.6.1.1 Activities**

A TRU generally performs the following activities:

- cooperate with Emergency Services and other agencies to minimise the duration and severity of an incident and its effect on traffic flow by assisting with coordination of TIMS within the TMC
- under the direction of the TMC, deploy other service providers (maintenance crews and towing operators) as required to clear incident and/or provide additional traffic control resources
- attend incidents as required and make an initial assessment of the necessary incident response required
- contribute to the overall safety of all responders
- patrol designated routes
- assist the TMC in providing incident management information to road users and Emergency Services
- under the direction of the TMC, execute traffic control arrangements to assist in reducing traffic delays and keeping congestion to a minimum, including providing effective and safe diversions around incidents
- provide a delineated incident precinct with traffic control devices that pre-warn and give emergency direction to approaching traffic for a safe, controlled and efficient passage through the incident precinct to protect responders and the public
- reduce consequential delays by using traffic management techniques to re-open lanes earlier than would otherwise be possible
- respond to minor environmental spills

- undertake preventative and/or emergency road maintenance activities, including the removal of obstructions, debris (where safe to do so – before it causes an incident) and other potential hazards
- assist in the collection of information relevant to road agency investigation and recording of traffic incidents, including the documentation of infrastructure damage, for cost recovery purposes
- provide assistance to road users in high-risk or critical locations, as well as reducing potential risk of secondary incidents, and
- pushing or shadowing / protecting in certain situations.

#### **2.6.1.2 Out of scope**

TROs are not authorised to provide the following services:

- carry out any action that could be deemed unsafe
- carry out mechanical repairs on vehicles
- provide medical help beyond basic first aid
- attempt to resolve disputes
- provide advice relating to legal rights or position
- give directives to motorists or in any way imply authority to do so
- drive a motorist's vehicle, unless identified as a role
- recommend a tow truck operator
- personally authorise the towing of a vehicle
- provide recovery technique advice
- offer any departmental resources for post-incident recovery of vehicles
- offer any assistance that is not authorised / delegated by the department to TIMS personnel.

When providing assistance to motorists, TIMS personnel should take care not to enable a vehicle such that it can proceed in unsatisfactory road conditions. An example would be fitting a bald tyre to a car.

It is also inappropriate for TIMS personnel to lend tools / equipment to motorists to enable them to carry out their own repairs.

#### **2.6.1.3 Authority to act**

TRUs are able to operate semi-autonomously and independently for minor incidents, under direction of a TMC to execute broader traffic management response to incidents and also under direction of QPS.

The TRU should only respond to an incident when called out, or agreed to, by the TMC. Under no circumstance should they respond to an incident when they have been contacted directly by QPS and/or Emergency Services. This also includes diverted landline calls from the TMC. In the event the TRU is called out directly by QPS and/or Emergency Services, the TIMS personnel are to advise them to contact the TMC and wait for the TMC to contact them. TIMS personnel are to log the call on their daily duty sheet or record.



#### 2.6.1.4 Example Traffic Response Unit vehicle and equipment list

This is purely an example vehicle and equipment list carried by a TRU; local requirements and service provision may require variations from this list.

Example vehicle requirements:

- 'B' size arrow board with cab-controlled hydraulic raiser / lower on roads with posted speed limits of 80 km/h or less or 'C' size signs shall be used on all motorways and arterial roads with posted speed limits of 80 km/h or more and/or variable message signs
- GPS system for tracking purposes
- light bar with amber flashing lights
- floodlight(s) to face working area (front and rear)
- hands-free mobile phone assembly
- radio communication equipment to communicate with the TMC
- appropriately-fitted padded front bumper (to push / shunt disabled vehicles) optional.

**Table 2.6.1.4 – Example Traffic Response Unit equipment**

Example equipment list	
Digital camera	Spare safety vests
Duress alarm	First aid kit
Traffic diversion manual (where relevant)	Bio-hazard bags
Barrier boards and legs	Sharps disposal container
25 'C' size traffic cones	Dust masks
Diversion or emergency signage for a multi-lane road closure	Safety goggles
Disposal container for debris, oil, and so on (250-litre container)	Disposable gloves
Blower vac (petrol) for clean up	Raincoat
Night wands	Traffic signal box key
Fire extinguishers	M1 motorway key
Slow / stop bats	Incident logbooks
Brooms and shovels	Street directory
Tow ropes, straps and D shackles	Procedure manuals
Sledgehammer, bolt cutters and crowbar	Torch
Sand and oil absorbent (100 kg kitty litter)	Disposable tarps
Bleach	Line marking paint – black / white
Danger warning tape	

## **2.6.2 Traffic Incident Management Services officers (non-Traffic Response Officer)**

Some regions have adopted roles such as site liaison and incident coordinator as an 'at-scene' Transport and Main Roads representative for TIMS deployment during major or prolonged incidents.

Some of the activities undertaken may include:

- first point of contact from the TMC (if applicable)
- site liaison with other emergency responders and Transport and Main Roads TIMS
- in-field coordinator of TIMS deployment
- appropriate resource allocation coordinator with financial approval
- decision-maker for determining safe positions for where the moved / removed vehicle, load and things are to be placed
- coordinator for ensuring a safe worksite around the TIMS activities
- coordinator for site recovery processes with stakeholders (for example, pre-start meetings)
- coordinator for site control and clean-up
- Transport and Main Roads representative at debrief meetings.

## **2.6.3 Stationary vehicle management**

Under the direction of the TMC, stationary vehicle management activities can include:

- removal of hazardous stationary vehicles, including motorcycles, to designated safe locations off the motorway or arterial road
- remove all occupants of the stationary vehicle to the designated safe location off the motorway or arterial road where the vehicle will be set down
- assist motorists with mechanical support and fuel where possible
- assist in incident detection and verification
- report real-time traffic conditions to the TMC
- report damaged road infrastructure to the TMC
- remove abandoned vehicles to a holding yard

Note: Normally, moving any vehicles involved in a crash or 'of Police interest' is considered out-of-scope.

## **2.7 Qualifications, training and progression**

### **2.7.1 General**

TIMS contribute to the overall desired outcomes of the *Open Roads* policy by facilitating effective traffic management around an incident scene, including rapid response and clearance of traffic incidents, contributing to the overall safety of all responders, and reducing the potential or risk of secondary incidents.

Such activities can result in exposure to a range of hazardous or sensitive situations, including:

- working on or near roads with varying traffic conditions
- personal danger from vehicles approaching or passing an incident scene
- trauma resulting from attendance at serious injury and fatality scenes
- dealing with distressed and sometimes temporarily irrational persons at an incident scene
- formal complaints from the public concerning responder actions at an incident scene.

To ensure that TIMS personnel are fully equipped to manage or avoid hazardous situations, training and progression programs should be undertaken to facilitate safe, effective operations.

Each region is responsible for ensuring that officers performing TIMS are adequately trained to undertake the tasks required of them in a safe manner. TIMS personnel should aim to meet a similar level of training and qualifications as outlined in this manual.

### **2.7.2 Training, certification and competency checks**

Personnel employed to provide TIMS are required to be competent, adequately trained and have the appropriate licences, accreditation and certification to perform their role safely and effectively. It is the responsibility of supervisors and employers to ensure that systems are in place for this to occur.

It is a requirement that all licences, accreditations and certification are current and adequate refresher training is provided to ensure competency is maintained.

Records of all training, licensing and accreditation should be maintained and be able to be made available upon request for auditing purposes. Should training and/or accreditation be incomplete, a 'show cause' may be requested and action taken as appropriate.

It is not necessarily possible or required for competency to be formally assessed prior to employment; however, it is expected that competencies would be confirmed as soon as practical. If a new employee is unable to demonstrate the required competencies within a reasonable period, their continued employment should be reviewed.

At times, formal training may not be required due to previous experience and roles. Recognition of prior learning may be considered on a case-by-case basis and competence assessed by a certified workplace assessor.

To ensure TIMS personnel are competent and appropriately trained in the required skills to perform their role, a learning log needs to be developed and maintained for each officer. The holding of a qualification, certificate or licence does not necessarily reflect the competency of the officer. The learning log provides an opportunity for the supervisor to confirm for themselves the competency of the officer and/or identify training needs. Local WH&S and/or training representatives should be able to provide guidance on developing these documents.

### **2.7.3 Trauma management and counselling**

The attendance of incidents that involve serious injury and fatality can be distressing and traumatic; this can result in longer-term health issues for employees. Access to counselling services is recommended.

The availability of these services should be advised prior to commencing this role and included in the induction process. It is expected that supervisors and employers should offer counselling services,

and employees will attend counselling whenever they are exposed to distressing and traumatic incidents.

The Employee Assistance Scheme is available to support Transport and Main Roads employees and their families; supervisors or the department's human resources personnel can assist accessing these services.

All other TIMS providers will have their own counselling services in place as part of their contract.

#### **2.7.4 Training and qualification framework for Traffic Response Officers**

Due to the nature of the role, a progression framework has been developed to manage the training and qualification requirements of a TRO from initial engagement to fully qualified. This guidance should be tailored to the specifics of the role being undertaken and the operating environment as well as WH&S obligations.

TROs progress through various levels as they undertake training and gain the relevant experience and qualifications. The table following outlines the suggested operational restrictions, dependant on status level.

**Table 2.7.4 – Status level relationship to operational restrictions**

<b>Status level</b>	<b>Operational restrictions</b>
Pre-on road TRO	No on-road activities
Trainee TRO	Restrictions on activities apply Trainee TRO to be accompanied by a qualified TRO
Probationary TRO	Can operate independently but with restrictions
Fully-qualified TRO	Can operate independently

Progression through each status is subject to assessment and approval. The 'approving officer' will typically be:

- the immediate supervisor of the TRO
- the appropriate team leader or other senior position holder, and/or
- a certified workplace assessor.

The following approach has been developed to assist progression through each stage and achieve fully-qualified TRO status. A learning log (shown in Table 2.7.4.4) is the simplest form to document progress.

##### **2.7.4.1 Pre-on road Traffic Response Officer**

Prior to commencing on road activities with a qualified TRO, the suggested minimum training and evidence required as a trainee TRO (shown in Table 2.7.4.5) is sighted by the approving officer. These requirements may need to change to meet local conditions.

##### **2.7.4.2 Trainee Traffic Response Officer**

A TRO will have 'trainee' status from initial appointment to the role until sufficient training and assessment has been undertaken and the approving officer has assessed that the TRO has satisfied all requirements to progress to 'probationary' status.

A trainee TRO can only operate 'on road' when accompanied by a qualified TRO.

When attending an incident scene in the company of a qualified TRO, a trainee TRO shall:

- not undertake any activity unless specifically instructed to by the qualified TRO
- not volunteer assistance to Emergency Services personnel or in any way impede their activities or the activities of other responders
- not speak to any member of the public, including media representatives or if directly approached, or make any comment regarding the incident or any other aspect of Transport and Main Roads and Emergency Services activities
- carry identification as a trainee, such as a 'trainee badge'.

In addition to the training and assessment (suggested as shown in Table 2.7.4.5), it is recommended that the following are completed to the satisfaction the approving officer:

- attendance at incident scenes as an assistance to a qualified TRO (minimum 14 days or 30 incidents)
- exposure to a sufficient range of incident types to have gained sufficient experience in opinion of the qualified accompanying TRO.

These requirements may need to change to meet local conditions.

#### **2.7.4.3 Probationary Traffic Response Officer**

A TRO at this level will undergo a probationary period of assessment during which he or she can operate independently but with restrictions placed on the incident response activities that may be undertaken.

A TRO will have the status of probationary TRO from successful completion of the trainee TRO requirements until sufficient training and assessment has been undertaken and the approving officer has assessed that the TRO has satisfied all requirements to progress to qualified TRO status.

Successful completion of probationary TRO requirements is subject to assessment by the approving officer, and will be based on:

- completion of all TRO training and learning to the satisfaction of the approving officer (both self-assessment and manager approval)
- demonstrated knowledge of incident response procedures, methods and documents
- attendance at a sufficient number of incidents to have encountered all common situations and assessment of incident scene performance, and
- attainment and/or maintenance of required qualifications.

A probationary TRO can operate alone but may be restricted in his or her assignment of activities. These restrictions should be issued in writing and explained to the probationary TRO. Restrictions are dependent on a case-by-case basis and are based on the level of the individuals' level of competency as determined by the approving officer.

Self-assessment should be recorded in the probationary TRO's training log and reviewed by the approving officer. The approving officer determines the total length of probation.

Although restrictions are determined by the approving officer, probationary TROs are generally restricted during this period and can only operate on a motorway under the following conditions:

1. Upon arrival at an incident, the probationary TRO will introduce himself or herself to Emergency Services officers and offer assistance.
2. Lane closures / traffic control can only be done under the direction of Police and the probationary TRO can only continue these operations while Police are on the scene.
3. Assistance to motorists can only be provided to those on the left shoulder of the motorway, not beside the median strip.
4. In a right-hand lane incident, the TRO can provide protective positioning of the vehicle only until Police arrival when the TRO will then operate as indicated at items 1 and 2 of these conditions.

Restrictions may be progressively withdrawn, depending on the experience of the probationary TRO and endorsement by the approving officer.

Probationary TROs shall contact the TMC, or in the absence of a TMC, another appropriate appointed officer, when:

- it is necessary to close a lane in a high-speed traffic environment in accordance with items 1, 2 or 3 listed previously
- the QPS Forensic Crash Unit is attending an incident, typically for fatalities
- unusual or costly equipment and services are required as resource upgrades
- probationary TROs shall only organise resource upgrades through the TMC
- there is an incident or situation where Transport and Main Roads Corporate should be advised of the circumstances – TRO would contact the TMC who will deal with the call in line with policy
- there is any case of dispute involving the TRO at the scene of the incident.

Probationary TROs shall not perform first aid unless they hold a Senior First Aid Certificate.

Probationary TROs are encouraged to seek qualified advice via the TMC and/or Police on scene if there are concerns about the TRO's personal ability / training to manage a particular incident. Personal safety and welfare are most important.

These requirements may need to change to meet local conditions.

#### **2.7.4.4 Qualified Traffic Response Officer**

Appointment as a qualified TRO is at the discretion of the approving officer and will be based on:

- demonstrated correct application of incident response methods and documentation
- assessment of incident scene performance and compliance with procedures
- involvement in a sufficient number of restricted incident response activities to have gained adequate experience
- achievement of all necessary 'qualified TRO' qualifications, receipt of certificates, and completion of the learning and progression log documents by self-assessment and signed off by the approving officer.

To remain qualified, all TROs shall maintain the currency of their own licences, tickets and certificates as listed under qualifications. TROs shall attend appropriate reaccreditation courses as necessary to maintain currency.

The table following shows an on-road learning log that identifies the key assessment areas for progression from a probationary TRO to a qualified TRO. These requirements may need to change to meet local conditions.

**Table 2.7.4.4 – Progression from probationary to qualified Traffic Response Officer learning log**

Reference	Assessment item
<b>Section 1 – Network knowledge</b>	
1.1	Share adequate knowledge of the operational area road network facility quick attendance at the incident scene and/or appropriate diversions and advice to Emergency Services
1.2	Able to use a UBD directory or GPS system to locate a specific site
1.3	Knows the location of key infrastructure, including major intersections, traffic signals, Variable Message Sign (VMS), other roadside equipment and infrastructure
<b>Section 2 – Interpersonal relations and conduct</b>	
2.1	Accepts and responds appropriately to advice, instructions and directions from TMC
2.2	Provides continuous notification to TMC about TRU on road location, direction and current activities
2.3	Provides full details and comprehensive explanation regularly to the TMC to facilitate optimum incident management coordination
2.4	Shows appropriate professional customer service, empathy, support and courtesy to motorists
2.5	Demonstrates an appropriate temperament and tolerance when dealing with motorists' comments and abuse
2.6	Greets Emergency Services appropriately and professionally when opening liaison relationship
2.7	Understands and accepts Emergency Services authority and responds to directions and requests appropriately
2.8	Proactively influences Emergency Services and provides traffic management advice to reduce incident duration and severity
2.9	Recognises inner- and outer-cordon relationship between Police, TRU and TMC
2.10	Negotiates reasonable Transport and Main Roads outcomes with both Emergency Services and members of the public
2.11	Maintains member of public privacy and assists with appropriate shielding in the case of severe, injury, and death
<b>Section 3 – Work practices and procedures</b>	
<b>General</b>	
3.1	Understands and follows the 'welfare check' process operating between TMC and TRO
3.2	Can define legitimate incident types that the TRU should respond to
3.3	Follows operational procedure and safe work practices to maintain and enhance safety of responders, accident victims and self when providing assistance to Emergency Services, motoring public and accident victims

<b>Reference</b>	<b>Assessment item</b>
3.4	Demonstrates knowledge of the provisions of the Special Circumstances Permit
3.5	Able to conduct a tow or push competently using TRU vehicle, tow bar and push facilities
3.6	Able to conduct basic tasks, such as oil, water and other type checks, or assistance with a wheel change to facilitate quick removal of vehicle
3.7	Uses a fire extinguisher in accordance with correct and safe operating procedure
3.8	Able to interpret and implement traffic management plans
3.9	Implements appropriate traffic management technique to minimise risk and incident duration and severity
3.10	Complies with provisions of Traffic Controller certification when assisting with traffic control activities
3.11	Follows safe lifting – manual handling processes when removing and replacing equipment in the TRU vehicle
3.12	Wears appropriate PPE for the incident, including high-visibility vest, appropriate footwear and eye protection
3.13	Follows and applies the 'Tow to Safety' policy
3.14	Does not exceed authority or breach safety rules and regulations
3.15	Responds appropriately to a crime crash scene in order to preserve evidence
<b>Site set-up / clearance</b>	
3.16	Can define the correct location for a TRU vehicle in specified incident types to reduce risk, incident severity and duration
3.17	Locates TRU vehicle at an incident to minimise risk and/or in accordance with specific scenario drawings and procedures and/or Emergency Services directions
3.18	Correctly positions traffic cones in accordance with high-speed road (M1) and other traffic management
3.19	Is responsive and adjusts traffic control for altered conditions and incident complications to maintain risk reduction and reduce incident severity and duration
3.20	Cleans up debris and spills and/or facilitates an accident site clean-up in accordance with procedures to maintain safety and environmental impacts
3.21	Removes traffic control while maintaining risk awareness and own safety
3.22	Liaises with Police to extend Police protection until traffic control is withdrawn
<b>Motorist assist</b>	
3.24	Considers risk for vehicle occupants when providing assistance
3.25	Provides initial first aid
<b>Section 4 – Risk assessment</b>	
4.1	Can explain risk assessment methodology
4.2	Can comprehensively define risk assessment factors for consideration and weighting
4.3	Conducts appropriate risk assessments before responding at an incident
4.4	Appropriately identifies a HAZMAT risk
4.5	Follows HAZMAT procedures to minimise risk exposure
4.6	Maintains continuous risk assessment during traffic control operations



Reference	Assessment item
<b>Section 5 – Administration and record keeping</b>	
5.1	Completes incident paperwork in accordance with procedures and TMC requirements
5.2	Provides infrastructure damage reports and photographs for cost recovery purposes
5.3	Completes all required paperwork for incidents and infrastructure faults
5.4	Captures incident information for all incidents to enable recovery of costs where there has been infrastructure damage without adding to incident duration or severity
5.5	Can take appropriate incident photos linking the damaging vehicle to the infrastructure damage
5.6	Takes photos while meeting privacy provisions and procedures
5.7	Uses a camera in accordance with privacy provisions and procedures
<b>Section 6 – Debriefing and continuous improvement</b>	
6.1	Understands the Employee Assistance Program
6.2	Recognises the need to activate counselling process if involved in a critical incident, that is, near-miss, fatality, serious injury, suicide, and so on
6.3	Recognises the symptoms of trauma and incidents that potentially require trauma counselling
6.4	Accepts the need to respond to a direction from management to undergo pre- and post-trauma counselling (at a stage prior to any traumatic event occurring)
6.5	Constructively participates in debriefings and shares information with others
6.6	Raises with management any issues and problems impeding efficient TRU operations
6.7	Participates willingly and constructively in multi-agency desktop exercises and debriefings

#### 2.7.4.5 Traffic Response Officer learning and development table

To support the TRO learning and development process, the table following provides a list of training and expected outcomes as a starting point of the learning and development plan of the TRO role. When developing the specific learning and development requirements appropriate for the TRO or other TIMS, it should also be noted that training activities:

- should be successfully completed and assessed prior to progression to the next level
- may need to change (increased or reduced) to meet operational requirements and legislation changes
- may have expiry dates and requirements for refresher training
- may need to be externally sourced at a cost.

**Table 2.7.4.5 – Traffic Response Officer learning and development**

	Training	Expected outcomes	Pre on road	Trainee TRO	Probationary TRO	Qualified TRO	Additional
TR01	Qld driving licence	Queensland drivers licence with relevant vehicle class	X	X	X	X	X
TR02	Traffic Controller Accreditation ( <i>Certified course</i> )	Accredited as a Traffic Controller in Queensland. Be able to demonstrate traffic controlling skills and knowledge.	X	X	X	X	X
TR03	General Construction Induction 'White Card' ( <i>Certified course – CPPWHS1001</i> ) (6 hours)	Allows access onto construction sites; however, for access to each site, a specific induction must be completed prior to entry.	X	X	X	X	X
TR04	Knowledge of operational area network and ITS&E equipment	Possess and demonstrate a working knowledge of the operational area road network, particularly major arterial roads and be able to quickly and efficiently use a USB street directory	X	X	X	X	X
		Knowledge of the location of key infrastructure, including traffic signals, CCTV, variable message signs, emergency help phones and other roadside equipment					
TR05	Application of LOCAL AREA incident response ( <i>Open Roads</i> ) policy and procedures	Understand the principles and processes underpinning current incident management systems and demonstrate a working knowledge of TIMS policy and procedures	X	X	X	X	X
TR06	Application of <i>Open Roads</i> and TIMS manual	Possess and demonstrate a working knowledge of TIMS policy and procedures	X	X	X	X	X

	Training	Expected outcomes	Pre on road	Trainee TRO	Probationary TRO	Qualified TRO	Additional
			X	X	X	X	X
TR07	Hazardous material management – HAZMAT QFES	Be able to identify hazardous materials, their impact and correct management procedures	X	X	X	X	X
TR08	Fire extinguisher course	Be able to completely operate an extinguisher when needed	X	X	X	X	X
		Accredited: person is formally assessed using a fire extinguisher					
TR09	Debris removal	Be able to carry out debris removal in compliance with current processes and procedures	X	X	X	X	X
TR10	Spill removal	Be able to carry out spill removal in compliance with current processes and procedures	X	X	X	X	X
TR11	Transport and Main Roads / RoadTek WH&S (or equivalent)	Understanding of WH&S regulations for a safe work environment	X	X	X	X	X
		This includes, ergonomics, manual handling, PPE, driving and fatigue, working in varying climate conditions, near-miss reporting and emergency procedures					
TR12	Transport and Main Roads <i>Code of Conduct</i> (or equivalent)	Demonstrate a practical understanding of public sector ethics and the principals that underpin the Transport and Main Roads <i>Code of Conduct</i>	X	X	X	X	X

	Training	Expected outcomes	Pre on road	Trainee TRO	Probationary TRO	Qualified TRO	Additional
TR13	Manual handling (heavy lifting)	Understand how manual handling injuries occur and how to reduce risk	X	X	X	X	X
		Demonstrate correct lifting techniques					
		Limited information supplied in Blue Card and WH&S course					
TR14	Pre-incident preparation session (trauma course)	Provide an understanding of critical incident stress reactions and identify and manage critical incident stress (mandatory)	X	X	X	X	X
TR15	This could be achieved by undertaking the 'Working in Proximity to Traffic'. Metro / NCHD – Roadside awareness training <i>(In-house training by Metro Region WH&amp;SO)</i> SCR – Orange Card – Motorway Awareness RTA Traffic Control Design / Audit Course	To prepare officers to work safely on the road or the road reserve	X	X	X	X	X
		Skills to identify hazards, prioritise risks and apply appropriate controls at road work sites or associated works in a safe manner					
TR16	Traffic Management Implement course. Aimed at persons required to read, interpret and implement traffic management plans and install / remove signs and devices in accordance with procedures set out in MUTCD Part 3.	Possess current knowledge of the correct use of approved road signage			X	X	X
		Be able to interpret the MUTCD Part 3 and apply its Traffic Guidance Schemes to the workplace					
TR17	Apply first aid	Current advanced first aid certificate, including delivering CPR		X	X	X	X
TR18	TRU vehicle operation, including pushing and towing and TRU MAX (as applicable)	Be able to competently operate the TRU MAX vehicles, including any towing mechanisms / specialised fittings		X	X	X	X

	Training	Expected outcomes	Pre on road	Trainee TRO	Probationary TRO	Qualified TRO	Additional
TR19	TRU MAX vehicle operation (as applicable)	Be able to completely operate the TRU / TRU MAX vehicles, including any towing mechanisms / specialised fittings		X	X	X	X
TR20	Rear-mounted attenuator (if applicable)	Be able to appropriately select a site and set up a rear-mounted attenuator and be compliant to current processes and procedures		X	X	X	X
TR21	Risk assessment techniques	Ability to assess the situation prior to commencement of response to ensure risk has been assessed on the activity to be considered		X	X	X	X
TR22	Training / understanding of the exemptions from road rules applicable to the SCP	Full understanding of the exemptions permitted by the SCP and the conditions of use as per the SCP guidelines		X	X	X	X
TR23	Incident investigation awareness training	Be able to identify and react appropriately to crime and/or accident scene		X	X	X	X
TR24	Defensive driving	Be able to demonstrate the ability to control a vehicle in difficult circumstances				X	X
TR25	TMC operations	Understand TMC operations, policy and procedures in relations to TIMS (TMC Induction)	X	X	X	X	X
		Observation of and instruction in the operation of the TMC (TMC induction)					
TR26	TMC placement	To observe / participate in TMC operations to gain knowledge of policy and procedures in relation to TIMS					X

	Training	Expected outcomes	Pre on road	Trainee TRO	Probationary TRO	Qualified TRO	Additional
TR27	TRO placement – operational or other area	Attendance at required number of incidents of period of time with a qualified TRO					X
TR28	Interpersonal skills (customer service)	Possess and demonstrate excellent interpersonal skills that contribute to successful and amicable communication with members of the public and officers of other agencies					X
TR29	Negotiation skills	Possess and demonstrate negotiation skills that contribute to successful resolution of issues with member of the public and officers of other agencies					X
TR30	Traffic incident management plans	Be able to interpret and implement traffic incident management plans			X		
TR31	Mechanical knowledge	Possess and demonstrate a basic mechanical knowledge relevant to motor vehicles for the provision of emergency fuel, oil and water, and for assisting in tyre changing					X

### 3 Field activities

This section applies to all departmental officers and contracted agents performing or managing TIMS, acting on behalf of, and at the direction of, the department, and any other TIMS providers operating on a state-controlled road. Furthermore, to provide a consistent, statewide approach to traffic incident management, local governments and other road operators, particularly those acting under memoranda of understanding, are encouraged to use this guidance as a base for their service delivery where practical.

#### 3.1 Roles and interactions

##### 3.1.1 Transport and Main Roads Traffic Management Centre / Region / District

Typically, officers providing TIMS will operate under the direction of a TMC or regional / district supervisor. In the management structure, this role is responsible for the resource deployment associated with TIMS.

The TMC / regional / district supervisor is responsible for incident response within a regionally-predetermined section of road network when affected by an incident. They can assist TIMS personnel with on-scene activities by providing information and organising resources. In instances where a TIMS officer does not have easy access to his or her TMC or regional supervisor, such as in remote areas, the TIMS officer may assume some of this responsibility.

In regions without access to a TMC, each region is responsible for clearly defining the management and reporting of TIMS.

It is essential that TIMS officers provide the TMC / regional / district office with accurate and timely information throughout the incident. The information provided may be used for providing traffic and travel information, media releases, major incident advice and so on.

### **3.1.2 Police**

QPS is responsible for public safety, law enforcement and crime scene preservation, and incident investigation (of the inner cordon – the immediate incident scene at the time for which it is in effect).

When present at an incident scene, QPS is the primary responsible authority. It has specific powers and delegations to direct the activities of any person at the scene, including departmental officers and contracted agents undertaking TIMS.

In certain circumstances, alternative Emergency Services may temporarily assume authority to manage certain aspects of the incident.

Under s59 *Power for regulating vehicular and pedestrian traffic* of the *Police Powers and Responsibilities Act 2000*, Police Officers have wide-ranging powers to direct persons at any incident scene to do or to not do anything the Officer believes to be necessary in the circumstances.

TIMS personnel must be aware that such directions have legal force.

Once Police arrive at an incident site, they should take command of the inner cordon of the incident site and, as such, a TIMS officer who may already be onsite should provide a situation handover to Police. At this point, the TIMS officer is under the direction of the Police and also assumes the role of the Transport and Main Roads representative onsite.

A TIMS officer should never act against a direction issued from a Police Officer. If there is a safety issue, the TIMS officer should discuss concerns with the Police Officer and seek an alternative method / action, rather than simply refusing the direction. Should any specific concern for personal safety remain, the issue should be escalated to the TMC / regional office for resolution as a matter of urgency.

### **3.1.3 Emergency Services**

Emergency Services, such as Queensland Fire and Emergency Service (QFES), Queensland Ambulance Service (QAS) and the State Emergency Service, including volunteer fire and rescue organisations, are responsible for rescuing injured people, treating and transporting the injured to hospital and controlling fire and other site hazards. In the majority of incidents these responders attend, they will operate under the guidance of the site commander (typically a Police Officer).

On occasions, because of the nature of the incident (such as a significant HAZMAT incident), a QFES officer-in-charge may take control of the inner cordon. In such cases, an onsite TIMS officer should remain under the direction of Police if also onsite.

When there is no Police presence at an incident, which may be the case in the early stages of an incident, the TIMS officer is to work under the guidance of the QFES incident controller (if present). This may require the TIMS officer explaining his or her resource capability and role as the Transport and Main Roads representative onsite.

### **3.1.4 Media and general public**

The Police generally give media access to the scene. TIMS personnel should allow identified media representatives through road closures at incidents with agreement from Police. Any questions directed to a TIMS officer should be redirected to the attending Police.

When interacting with the media or members of the public, a TIMS officer:

- should not say 'I am not allowed to make any comment'
- should be wary of media misquoting and, in particular, be careful to avoid making any statements that may be overheard – conversations with the public should be limited and avoid being overheard when liaising with the TMC, regional office or other responders
- shall not make any statement to the media concerning the incident, the progress of a response or any other aspect of Transport and Main Roads business; requests for comment should be responded to with:
  - if a Police Officer is on the scene, 'Sir / Madam, I am not the appropriate person to speak to, however, you can talk to the attending Police or the Police Media Unit'
  - if a Police Officer is not on the scene, 'Sir / Madam, I am not the appropriate person to speak to; however, you can talk to the Transport and Main Roads Communications Unit' and provide Transport and Main Roads Communications unit contact details
- shall contact the TMC coordinator / regional supervisor or other appointed officer if there is any indication of official public complaint or where Transport and Main Roads is being threatened with legal proceedings or adverse media reports as the result of an incident.

## **3.2 Communication protocols**

Whenever using a communications device (such as telephone or radio), and in critical direct conversation, speak clearly and slowly. Where possible, plan the message before speaking. Ensure that the information is received correctly and, if in doubt, ask for read-back confirmation.

### **3.2.1 Confidentiality and discretion**

TIMS personnel shall:

- as far as is possible, ensure that communications are not overheard by the public or media
- avoid incident commentary or discussion beyond direct responsibility for traffic management issues.



### 3.2.2 Phonetics

**Table 3.2.2 – Phonetic alphabet, numbers and time of day**

Alphabet						
‘When in doubt, spell it out’.						
Use the phonetic alphabet to spell out critical words, particularly vehicle number plates. Ensure the state the plate is registered in is recorded, including Queensland plates.						
A – Alpha	E – Echo	I – India	M – Mike	Q – Quebec	U – Uniform	Y – Yankee
B – Bravo	F – Foxtrot	J – Juliet	N – November	R – Romeo	V – Victor	Z – Zulu
C – Charlie	G – Golf	K – Kilo	O – Oscar	S – Sierra	W – Whisky	
D – Delta	H – Hotel	L – Lima	P – Papa	T – Tango	X – X-ray	
Numbers						
Numbers shall always be spoken as shown. Other numbers may be pronounced as normal in non-critical communications. Example: 309 = ‘Three hundred and niner’ = ‘Three Zero-Niner’.						
0 – Zero (not ‘oh’, ‘nought’)			14 – One-four		17 – One-seven	
9 – Niner			15 – One-five		18 – One-eight	
13 – One-three			16 – One-six		19 – One-nine	
Time of day						
Always use the 24-hour clock to refer to time of day. Include an initial ‘Zero’ for times prior to 1000 hrs, example: 6:15 AM is 0615 hrs, pronounced ‘Zero Six One-Five Hours’.						
Midnight is either 2359 hrs or 0001 hrs, never 0000 hrs.						

### 3.3 Call-out and operational considerations

Following are the steps, considerations and check points of the generic call-out and operational considerations for TIMS. Depending on the incident (or activity), some or all the information is required when setting up contracts and work procedures.

#### 3.3.1 Incident call-out

TMC operators and direct supervisors are the only persons normally authorised to call-out TIMS personnel or direct them to a particular incident, unless the TIMS personnel are operating in ‘autonomous’ mode (such as while out of phone / radio contact).

In exceptional circumstances, TIMS personnel may respond directly to Police requests for attendance but must immediately inform a TMC operator or regional supervisor that he or she has been so directed.

TIMS personnel on duty may stop to attend incidents that are detected during routine travel but should seek immediate approval from the TMC operator or regional supervisor to respond.

All requests for departmental TIMS attendance must be made through the TMC or regional supervisor where possible in the first instance.

The TMC should provide as many details as possible to the TIMS personnel prior to attending the incident. These could include:

- incident location – road, suburb, nearest cross-street or other location identifier
- direction and affected lanes, changes to the road access
- description of incident and severity, number and type of vehicles
- if Police or Emergency Services are on route or at scene
- extent of injuries – particularly if a fatality is suspected (and Forensic Crash Unit is required).

### **3.3.2 Travelling to incident scene**

While travelling / proceeding to the scene of the incident, the following must be adhered to:

- obey all traffic signals, signage and road markings
- activate SCP conditions if issued and appropriate
- plan approach route, allowing for location and traffic conditions
- TMC advice on best approach to the incident scene
- TMC supervisor to provide traffic and incident information using CCTV
- confirm estimated time of arrival to TMC.

These duties must be performed **safely and with minimal interference to other road users**.

### **3.3.3 Arrival at incident scene**

#### **3.3.3.1 Positioning of Traffic Incident Management Services vehicles at incident scene**

Vehicles must be positioned safely and at a distance to allow a safe exit and entry for individuals and to avoid obstruction to traffic (unless intended) or other responders. The positioning of vehicles must consider:

- access and parking of Emergency Service vehicles and other response vehicles arriving and leaving the scene
- distance allowance for 'vehicle break-through' of the traffic cones in the event of emergency braking by an approaching vehicle.

#### **3.3.3.2 Use of Traffic Incident Management Services vehicle equipment**

If using vehicles fitted with a variable message sign and/or arrow board, an appropriate message and arrow should be displayed.

Use of the variable message sign should be in accordance with the *Queensland Guide to Traffic Management Part 10 Transport Control – Types of Devices* and the Queensland MUTCD.

If other equipment, such as emergency signage (including roll-out signage) is available, it should be placed in accordance with the Queensland MUTCD as appropriate, given the circumstances.

#### **3.3.3.3 Risk assessment**

Given the operating environment, the risks should be assessed continuously. This is to ensure the safety of TIMS personnel and others at the scene of an incident. Risk assessment and management includes analysing, evaluating, controlling, reviewing and monitoring the risk.

When at an incident scene, a TIMS officer shall:

1. before committing to any action, carefully assess the situation by using the risk assessment process (analyse, evaluate, control, review and monitor the risk) to ensure the safety of themselves and of third parties at the scene of an incident
2. reassess the risk continually throughout the response and adjust activities and set-up accordingly
3. complete the risk assessment report upon conclusion of the incident
4. have completed the mandatory risk assessment report by the end of the shift.

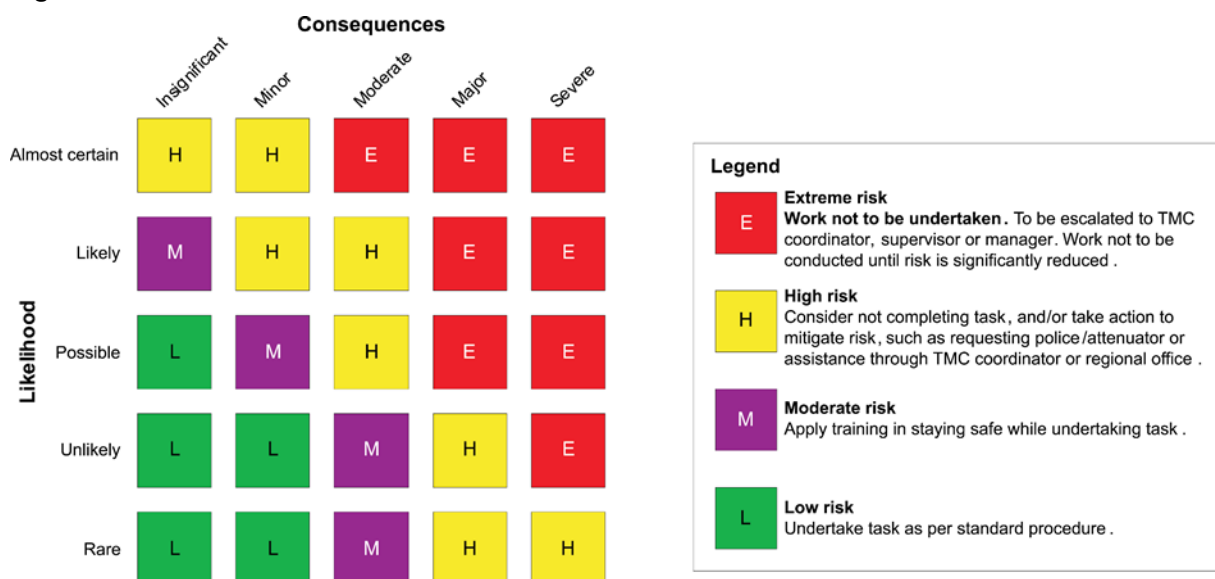
Any legislative requirements in relationship to risk and WH&S must be identified and complied with.

Procedures cannot cover all eventualities and, therefore, careful consideration must be given to the varying circumstances, environment and others in attendance such as:

- the type, size and severity of the incident
- traffic conditions, such as heavy traffic or high speed
- weather conditions, such as heavy rain or fog
- road conditions, such as lack of access or no breakdown lanes
- visibility and sight distance
- topography
- Police in attendance
- electrical, chemical or other hazards (for example, smoke or debris)
- risk or level of danger to other road users and the public.

A risk assessment matrix that can be used to assist in determining the applicable action in line with the likelihood and consequences of the associated risk follows.

**Figure 3.3.3.3 – Risk assessment matrix**



High and extreme risks should be recorded and direct contact with the TMC is mandatory for response and escalation assessment. Possible options for progressing under these circumstances include request for Police presence, closure of road and use of a bump truck.

If, at any time, the risk to TIMS personnel is assessed as being unacceptable, request additional resources before proceeding or continuing activities: for example, request Police assistance through the TMC to slow traffic, divert and/or move it over.

**In all cases, TIMS personnel shall ensure their own personal safety before undertaking any activity.**

### **3.3.4 At incident scene**

#### **3.3.4.1 Arrival confirmation**

It is essential that up-to-date information is provided to the TMC throughout the incident. This information may be used for providing traffic and travel information (including variable message signs and variable speed limit signs / lane control signs), media releases, major incident advice and so on.

At the incident scene, following the appropriate set-out of traffic control devices and any other urgent activity, the TMC shall be advised of the situation (including confirming location and incident details).

#### **3.3.4.2 Situation change**

TIMS personnel should advise the TMC of any changes to the situation, particularly expected duration, injury updates, arrival / departure of Police and Emergency Services, current traffic flow and any changes to the number of lanes closed.

If senior Police or Fire Officers are onsite, TIMS personnel may request information from them to report back. This could be information such as Forensic Crash Unit on scene, expected resource upgrade requirements and so on.

At this point, the TMC may need to take additional action, such as resource upgrades, or update traffic and travel information (including variable message signs).

#### **3.3.4.3 Resource upgrade**

Resource upgrades will typically be requested by the TIMS personnel via the TMC.

Before requesting additional resources, TIMS personnel should carefully assess the situation to ensure that appropriate amounts of resources (and not an excessive amount) are requested.

Extra resources are generally to be called by the TMC, unless other local arrangements are in place.

#### **3.3.4.4 Manoeuvring a Traffic Incident Management Services vehicle at an incident scene**

While manoeuvring at an incident scene:

- activate flashing yellow lights
- ensure safety of TIMS personnel and of emergency workers and the public
- understand and use only those exemptions as stipulated in a SCP
- be careful of the environment when entering and exiting the scene.

#### **3.3.4.5 Red light cameras**

In the event that Police give direction to enter an intersection equipped with a red-light camera to provide effective traffic management and the TIMS vehicle is flashed by the red-light camera, advise the Police Officer onsite that the camera was activated.

For appropriate processing of possible infringement, advise Police Communications of:

- who you are
- the location and reasons for being there
- the circumstances leading to being photographed
- the registration number of the TIMS vehicle.

All details should be recorded in the incident log, including the name of the Police Officer who was onsite. These details should also be passed on to the TMC.

#### **3.3.4.6 Personal safety when alone**

Occasionally, an individual TIMS personnel may be the only responder to an incident. In these situations, the TIMS personnel should be aware of possible threats to their own personal safety, particularly at night when approaching vehicles. Under these circumstances, the following applies:

- ensure that the TMC knows your exact location
- report vehicle registration number(s) to the TMC before approaching the vehicle or motorist
- arrange for the TMC to call the TIMS personnel at a suitable interval as a welfare check
- the use of a pre-arranged code to signal distress is encouraged, such as a particular word during a radio conversation
- remain close to the pre-agreed location or advise the TMC of any movement away
- call Police (directly or via the TMC) if threatened or if there is a suspicion of criminal activity
- leave the scene immediately if concerned about personal safety.

#### **3.3.4.7 Approaching motorist(s)**

In a traffic incident, a motorist may be frightened, distressed or panicked. The first few seconds of contact are vital in establishing effective incident management. Gaining the confidence of a motorist is therefore essential and reduces the likelihood of impulsive actions.

It is recommended that TIMS personnel should:

- approach the vehicle from behind and park in a defensive position but avoid startling the motorist
- flash headlights or momentarily sound horn, to gain their attention (if considered appropriate)
- at night in particular, assess the motorist for any possible threat or dangers
- keep the TMC advised of your exact location
- ask TMC to monitor via CCTV camera (where available)
- communicate on the side of the vehicle that is furthest away from the traffic lane and greet motorist(s) positively; for example, 'Hello, I'm (first name) from Transport and Main Roads, can I help you in any way?'

#### **3.3.4.8 Providing welfare check and assistance**

TIMS personnel may offer basic assistance, such as fuel and water to allow the motorists to proceed to a safer situation.

When providing assistance to motorists, unless trained and authorised, TIMS personnel **should not**:

- enable a vehicle such that it can proceed in an unroadworthy condition (for example, fitting a bald tyre to a car) – in such cases, the TMC should be advised and alternative arrangements made
- lend tools or equipment to motorists to enable them to carry out their own repairs
- provide advice relating to legal rights or position
- give directives to motorists or in any way imply authority to do so
- drive a motorist's vehicle
- provide recovery technique advice
- offer any departmental resources for post incident recovery of vehicles
- carry out mechanical repairs on vehicles beyond the provision of fluids.

#### **3.3.4.9 Considerations for operating on high-speed roads**

A prohibition notice is currently in place that prohibits departmental employees crossing a freeway as a pedestrian unless adequate traffic control measures that ensure their safety are in place. Failure to comply with the notice is a WH&S breach and will be addressed accordingly.

For the purposes of that notice, a freeway is defined as 'any multi-lane highway where the posted speed is 100 km/hour or greater'.

TIMS personnel are prohibited from crossing an active high-speed, high-volume road as a pedestrian at any time unless an approved Safe Work Method Statement allows.

#### **3.3.4.10 Transporting motorists**

Where a motorist is stranded in an unsafe location and is unable to access a safe removal option, a TIMS officer may consider, if safe to do so, offering to transport the motorist and other vehicle occupants a short distance to a safe location such as a nearby service station.

Careful consideration must be given to the circumstances of the situation and whether adverse consequences could eventuate.

TIMS personnel shall not insist on or force any person to accept an offer of transport but must clearly explain the risks of the unsafe situation.

The TMC must be advised prior to taking such action and full details of the situation recorded.

#### **3.3.4.11 Providing first aid**

First aid training is recommended, and possibly deemed mandatory for certain roles, for TIMS personnel.

#### **3.3.4.12 Manual handling**

Most duties do not include any requirement to lift excessive loads; however, activities such as traffic control set-up may require lifting heavy objects. To avoid injury, undertake a risk assessment before any action is taken.

Remember, if an object cannot be lifted comfortably, do not attempt to move it.

#### **3.3.4.13 Fires**

Firefighting should only be undertaken in exceptional circumstances where life is at risk. In all cases, personal safety should be considered before any firefighting activity is undertaken.

TIMS personnel that have attended a HAZMAT training program should be fully aware of their responsibility in relation to small fires.

If there is an assessment that immediate action can prevent a small fire from expanding into a larger fire, a portable fire extinguisher may be used if available.

Fighting a larger fire should not be attempted, unless loss of life or injury will result from non-action.

#### **3.3.4.14 Handover and leaving the incident scene**

TIMS officer activities are generally complete when the incident is resolved, and the last Emergency Services vehicle has left the site of the incident.

When leaving the incident scene, ensure the following has occurred:

- if the works are continuing at the site after the incident is closed, ensure that there is a formal handover (note name and agency) and that replacement traffic control is available where required
- ensure equipment is stowed and that there are no remaining hazardous objects on the shoulder
- remove signage and traffic cones (if applicable)
- move the TIMS vehicle to shoulder area
- lower the arrow board (if fitted)
- cancel flashing light bar and vehicle hazard lights
- provide a situation report to the TMC prior to departure from the scene, if possible
- leave the incident scene with care – do not force your way into heavy traffic, wait until congestion has cleared.

Other agencies, such as maintenance providers, public utility companies, Councils, Rural Fire Brigade or National Parks, may remain onsite to complete other work. When the TIMS activities are complete, it should be confirmed with the site commander that TIMS are no longer required.

It is often assumed that TIMS personnel will remain onsite to provide traffic management. It is therefore essential to advise at the earliest opportunity that you will be leaving the site, so that alternative traffic management arrangements can be made by the relevant agency.

### **3.4 Information gathering and documentation**

TIMS personnel are required to complete incident reports for all incidents attended. This may include gathering information about the incident, the activities undertaken by the TIMS personnel and any infrastructure damage. Incident attendance reports generally capture information such as the type of incident; risk assessment performed, agencies in attendance and so on.

When completing any report at a traffic incident, the following is required of TIMS personnel:

- attend to traffic management before crash / damage documentation
- avoid interfering with the work of Police and other Emergency Services personnel, except to verify details with the senior officer present
- if the Forensic Crash Unit is at the scene or expected, keep out of the investigation area and do not disturb any item of possible evidence, including debris
- be aware that if the Forensic Crash Unit is in attendance, the incident scene is classed as a crime scene until the Forensic Crash Unit investigation is complete
- do not draw attention to your documentation and photography activity, and preferably wait until persons involved in the crash and other non-official observers have left the scene
- do not photograph (or even show the camera) while injured / deceased persons are at the scene
- avoid photographing people and, under no circumstances, photograph injured or deceased persons.

#### **3.4.1 Recording infrastructure damage**

Additional information within incident reports is required when there has been damage to departmental infrastructure and there is a possibility of cost recovery or where Transport and Main Roads could become involved in legal proceedings.

TIMS personnel are not required to carry out or document formal incident investigations; however, they should be aware of the need for accurate incident reporting and preservation of evidence at an incident or crime scene, such as stolen cars involved in incidents.

The most common cause of infrastructure damage is vehicle impact. Other incidents where cost recovery may be possible include chemical spillage, load spillage and fire.

Where infrastructure damage is detected, details of the damage, including photos of involved vehicles, need to be retained and reported back to the TMC / region / district.



### **3.4.2 Recording crash incident details**

An incident report to assist with understanding the circumstances of a crash is required when there is infrastructure damage or there is a possibility that the department, or contractors acting on behalf of the department, may be blamed for the incident (rightly or wrongly).

TIMS personnel are not required to undertake formal accident investigations. In situations where a TIMS officer may also be a qualified investigator, separate reports should be produced in line with formal investigation procedures.

### **3.4.3 Sketching incidents**

Where possible, sketches of incident scenes, clearly marking the location of vehicles involved (with associated registration details), should be made. These sketches are for note recording and for noting infrastructure damage and are not intended for accident investigation purposes.

#### **3.4.3.1 Involved vehicles**

'Unit No. 1' is the term used for the vehicle that was the original cause of the incident that resulted in damage to infrastructure. It is not necessarily the vehicle that actually caused the damage.

Unit No. 1 is:

- the vehicle nominated or confirmed by Police as Unit No. 1, or
- the single vehicle involved if there is no suggestion of other vehicle involvement. If neither of these is applicable, do not record a Unit No. 1.

Where other vehicles are involved, record all registration numbers.

When compiling the report, do not assign blame to any vehicle or individual, or attempt to define the cause of the incident, except as confirmed by this manual. Record the facts without comment.

#### **3.4.3.2 Photographs**

Where possible, photographs should be taken to document damage to infrastructure.

Be discreet when taking photographs. Do not take photographs including members of the public and do not take photographs while injured / deceased persons are at the scene, even if not in the photograph.

It is advisable to take two shots of each item listed following at slightly different angles, in case light / shade effects obscure detail.

The following photographs should be considered:

- general scene view: an area shot of the incident scene showing the relationship of involved vehicles to the road and infrastructure – wherever possible, include a landmark, sign or other fixture that positively identifies the location
- number plate: a shot of the Unit No. 1 registration plate where Unit No. 1 has been identified
- registration label: taken to identify vehicles with false number plates
- damage: a shot of the infrastructure damage. The shot (or shots) must show the full scope of the damage that can be claimed by the department.

All photographs must be stored in a secure location.

**Figure 3.4.3.2 – Example photos (general scene, infrastructure damage, registration plate)**



### **3.5 Marking infrastructure damage**

Where damaged infrastructure is identified by a TIMS officer and there may be a continuing safety hazard, interim highlighting using traffic cones, illuminated sticks or similar devices should be applied. This damage should then be reported to the TMC / regional office.

If emergency repairs are required, TIMS personnel need to contact the TMC / regional office to request repairs and, if required, longer-term traffic management resources to attend.

### **3.6 Hazard priority assessment**

Hazards on the road network have the potential to create issues for both safety and traffic flow. For this reason, there may be instances where it is deemed preferable to have a hazard moved or removed from the network. In these situations, consideration should be given to regional resources and available legal delegations.

Hazards on the road network can generally be grouped into one of the following three types:

- vehicles
- debris
- spills.

Clearance (move / removal) priority should be assessed based on the type and position of the item and the prevailing environmental conditions and should dictate how urgently the item needs to be removed from the network.

The standard process by which priority is assessed is outlined following. Timeframes for the removal of obstructions are at regional discretion taking into account but not limited to:

- the type of move / removal
- access to scene (distance, notification)
- regional labour and funding resources
- HAZMAT issues
- potential safety risk
- Police availability where investigation is required.

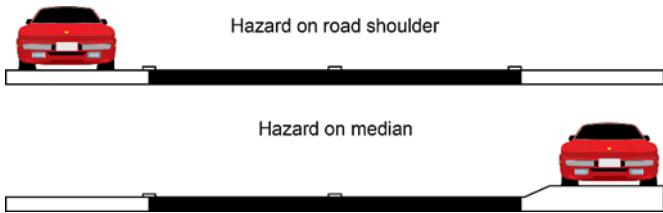

These priorities, with associated timeframes, should be documented within each region / district, ideally as part of an interagency traffic incident management plan.

### 3.6.1 Hazard position

Hazards are generally located within one of the following three positions, with each being assigned a clearance priority.

Note: Although the diagram following features a vehicle, these priorities represent any type of hazard (that is, vehicles, debris and spills).

**Figure 3.6.1 – Hazard position**

Hazard position	Priority
On road – in or overhanging and active traffic lanes	High
Road edge – on median or road shoulder 0–3 metres from the edge line or nearest edge of the lane carrying traffic 	Medium
Road reserve – in road reserve (visual hazard) three metres or more from the edge line or nearest edge of the lane carrying traffic 	Low

### 3.6.2 Environmental conditions

Environmental conditions should be considered in assessing the move / removal priority of the hazard. Following is a table of example environmental conditions and how priorities can be increased.

**Table 3.6.2(a) – Environmental condition affecting priority**

Environmental conditions	Increase priority	No change
Traffic density	Heavy	Light
Posted speed of traffic	Above 60 k/ph	At or below 60 k/ph
Time of day	Peak	Off-peak
Road geometry	Curved, crest	Straight, flat
Visibility	Overcast, foggy, smoke	Clear
Time of day	Dawn, dusk, night	Day
Weather conditions	Rain	Dry

Example scenarios where location of vehicles can be considered hazardous can be found following. Please note that these examples are based on simplified data – when assessing the situation, all conditions must be taken into account and priorities may vary.

**Table 3.6.2(b) – Examples of scenarios considered hazardous**

Position	Conditions	Priority
On road	Under all conditions a vehicle on the road is a high priority	High
Road edge	Peak, low speed, day time	Medium
Road reserve	Peak, low speed, day time	Low
	Peak, high speed, crest, curve, night, narrow road	Medium / high

### 3.7 Vehicles causing a hazard

Vehicles stopped on a road can pose a serious hazard to other motorists as well as the occupants of the stopped vehicles.

Generally, vehicles causing a hazard are categorised as crash, stationary and abandoned. The approach to each will vary depending on whether or not the motorist is present.

Once it has been determined that a vehicle is a hazard, generally it is moved as soon as practically possible in line with hazard prioritisation.

#### 3.7.1 Crashed vehicles

##### 3.7.1.1 Police attendance at crash

Extract for drivers from the QPS website:

*As of 1 January 2015, a police officer is required to attend the scene of a crash only when one of the 'police attendance criteria' is met.*

*Police also have the discretion to attend and investigate traffic crashes in which there exists a compelling public interest to do so – for example, crashes involving dangerous operation of a motor vehicle or where there is significant damage caused to public infrastructure.*

#### **'Police attendance criteria'**

*You must stop at the scene and call 000 (triple zero) if there is an emergency or any of the following 'police attendance criteria' are met –*

1. *death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor)*
2. *a hazardous environment or threat to public safety, including traffic congestion (e.g. fuel spill, power lines down).*

*If police are required to attend the traffic crash, call 000 (triple zero) and request police. If the Queensland Fire and Emergency Service (QFES) or the Queensland Ambulance Service (QAS) is also required, please telephone 000 (triple zero) immediately.*

*You must stop at the scene and call Policelink on 131 444 if any of the following 'police attendance criteria' are met –*

1. *suspected involvement of drugs and/or alcohol*
2. *a driver fails or has failed or is refusing to provide required details*
3. *a driver with an impairment or disability requires police assistance.*

*Otherwise*

- *exchange information with other persons involved in the traffic crash*
- *arrange for movement of the vehicles involved in the crash (if safe to do so), and*
- *where required, report the crash to the Queensland Police Service within 24 hours.*

*This does not include if you have returned to your unattended vehicle and very minor damage has been caused by an unknown vehicle and the other driver has already left the scene without exchanging details. In this instance, you must report the matter to a police station.*

Queensland Police Service provides a [comprehensive traffic crash frequently asked questions \(FAQs\) at their website](#), where a *What to do in a crash quick reference guide* can also be downloaded.

### **3.7.1.2 Minor motor vehicle crash**

In minor crashes, it may not be necessary for motorists to remain at the incident scene. Minor motor vehicle crashes are crashes where:

- nobody is injured
- none of the vehicles involved require towing
- no alcohol, drugs or any other illegal activity is suspected, and
- driver particulars have been shared.

In these instances, TIMS personnel may encourage motorists to move their vehicles from the road.

### **3.7.1.3 Serious motor vehicle crash**

A vehicle may not be cleared from the roadway without Police approval when there is evidence of a serious motor vehicle crash. Refer to Section 3.7.1.1 *Police attendance at crash* for more detail.

## **3.7.2 Stationary / abandoned hazardous vehicles where a motorist is not present**

If it is not possible to locate a motorist associated with a hazardous vehicle; once the vehicle has been determined not to be of Police interest, it should be cleared in line with regional clearance priorities.

In these situations, the vehicle will typically be towed in line with regional procedures.

There is no set timeframe for when a vehicle is deemed abandoned. Each region should determine an appropriate timeframe.

## **3.7.3 Stationary hazardous vehicles where a motorist is present**

Vehicles in hazardous positions may have a motorist present. This is common where a vehicle has broken down or been involved in an incident. In these situations, the TIMS officer will need to approach and interact with the motorist.

## **3.7.4 Towing arrangements**

The following provisions apply to towing for vehicle breakdowns, not to vehicles that have been involved in crashes.

- For motorists with some form of vehicle breakdown membership (for example, RACQ), inform the TMC / regional office which can, if required, call the agency on behalf of the member.
- For non-members, on some roads in south-east Queensland, Transport and Main Roads has a Stationary Vehicle Management contract for the towing to safety of vehicles not involved in a

crash (generally the nearest service station). Where tow-to-safety services are offered, all actions should be performed in line with regional procedures. This is coordinated through the TMC / regional office.

- If a motorist is unable or unwilling to move the vehicle off the road or arrange for a tow (for example, if the motorist does not have funds available or the tow companies refuse to tow), contact the Police or delegated officer who may then direct the removal of the vehicle.

#### **3.7.4.1 Tow trucks and towing companies**

A good relationship between TIMS personnel and towing companies / operators can greatly assist activities at an incident site. It is important to be mindful that towing companies are generally competing for the tow of accident and breakdown vehicles and there are therefore strict limitations governing relationships to ensure impartiality and ethical behaviour.

TIMS personnel should:

- refer the call-out of tow companies to the TMC, regional office or Police tow register (dependant on local procedures)
- never accept gifts (for example, spotter's fees / bribes) and report any offer to their supervisor as soon as possible
- stay out of any discussions between the towing operator and the customer, no matter how much you may wish to intervene
- be aware that a towing contractor is legally required to clean up car smash debris; however, TIMS personnel have no authority to enforce this and must never direct a towing operator to do so
- report any unlawful actions of other services at the scene to the Police.

TIMS personnel **should not**:

- accept gifts (for example, spotter's fees / bribes) and report any offer to their supervisor as soon as possible
- recommend or suggest any particular towing operator to any member of the public
- 'authorise' the movement or removal of a stationary vehicle, irrespective of the driver being present or not
- argue with a towing operator or direct them to do anything (TIMS personnel have no legal authority)
- offer advice as to the 'best way' to salvage an accident vehicle from an awkward crash position
- call for extra resources to clear car smash debris.

Note: if infrastructure damage debris is evident, contact the TMC / regional office to arrange for removal

### **3.8 Debris causing a hazard**

Debris on a high-speed road can pose a serious hazard to motorists. Early removal will lessen the chances of an incident / accident.

### 3.8.1 Conditions for debris removal

If any of the following conditions are not satisfied, or if the TIMS personnel has any other personal safety concerns, an alternate method of recovery must be considered; for example, for debris on a motorway, other than immediately adjacent a shoulder with good visibility, the TMC should be contacted to arrange alternative removal options.

TIMS personnel, operating alone, shall only recover debris with the **physical attributes** that conform to all of the following:

- a single piece item
- an item easily picked up by one hand, considering both size and weight
- an item that, if left on the carriageway, could cause an immediate incident / accident
- can be recovered within five minutes.

TIMS personnel, operating alone, shall only recover debris in **locations** that conform to all of the following:

- from a lane immediately adjacent to a shoulder
- where the shoulder is sufficiently wide to accommodate the TIMS vehicle
- where there is a minimum 300 m clear view of oncoming traffic.

#### 3.8.1.1 Notes on clear view and speed approach

In a 110 km/hr zone, vehicles are approaching at a nominal speed of 31 m per second. For this reason, four seconds is allowed for retrieval. In this time, a vehicle will have moved 124 m closer.

Using a safety factor of 2.5, 300 m of clear lane is required prior to retrieval.

Always be aware and looking for errant drivers who are speeding or deliberately driving towards you.

### 3.8.2 Arrival at debris site

At the debris scene, depending on the situation:

- park 25 m (or appropriate distance based on situation) behind the debris site, on shoulder
- apply appropriate signage, which may vary, pending the circumstance
- be aware of vehicles changing lanes
- always face and monitor approaching traffic.

#### 3.8.2.1 Conduct risk assessment and options

Prior to retrieving any debris, a risk assessment must be conducted, then proceed as per procedures; vehicles with attenuation may be required.

If the risk is assessed as **acceptable**, contact the TMC where available and advise intention to remove debris. Where possible, arrange for variable message sign warning message if a variable message sign is suitably located.

If the risk is **not acceptable**, contact the TMC operator and request rolling blockade to retrieve debris.

If a rolling blockade has been requested, the TIMS personnel should normally remain at the site, if safe to do so, providing some level of warning of the hazard. This includes:

- remain on shoulder with left or right arrow displayed as appropriate
- consult with TMC operator where available regarding possible variable message sign message, QLD *Traffic* / 13 19 40 and public information through radio stations.

### **3.8.3 Removing the debris**

Such assessment and action shall consist of, but not necessarily be limited to:

- ensure the appropriate Traffic Guidance Scheme (TGS) selected for the situation meets all the requirements and a satisfactory risk assessment
- consult with the TMC to see if any CCTVs are in the area can monitor your welfare during the removal
- Change the arrow board configuration to Arrow Left or Arrow Right depending on the debris in lane configuration – this will lead to some of the approaching motorists moving from the affected lane
- face approaching traffic adjacent to the hazard on the shoulder
- monitor motorist behaviour in moving out of affected lane
- await clear approach of minimum 300 m (more if indicated by risk assessment)
- when the approach lane is clear, walk out facing the traffic, pick up the object and walk back off the road – the time allowed for this activity is four seconds
- secure the item for later debris collection
- confirm with TMC that the hazard has been removed and request any variable message sign boards initiated for the hazard to be removed.

## **3.9 Spills causing a hazard**

Any spill of oil or fuel or other debris needs to be cleaned from the road surface. At an incident scene, TIMS personnel need to check for spills on the road pavement and, if safe and appropriate, apply absorbent material as required, sweep up and bag after use.

TIMS personnel shall keep a safe distance from any hazardous, flammable or explosive chemicals. Their role is primarily to assist in traffic control / management at the outer cordon of the incident site, not to respond within the inner cordon where spills are most likely.

### **3.9.1 Chemical spills (HAZMAT)**

HAZMAT incidents include not only actual spillage of hazardous chemicals, but the presence at the incident scene of unbreached hazardous chemical containers in vehicle or otherwise.

If there is any concern that the vehicle or load to be moved / removed could pose a risk to personal safety due to HAZMAT issues, the QFES should be contacted. Responders should proceed as per QFES direction.



When TIMS personnel is the first responder at a possible HAZMAT scene:

- keep clear / upwind / uphill of any spill or suspicious vehicle / container
- install traffic control devices to slow / stop / divert traffic at the scene, using applicable lane closure procedures
- if it can be safely done, approach the vehicle from the upwind side and identify the chemical from the ID placard on the vehicle – refer to the HAZMAT sheet if available for interpretation
- advise the TMC to notify the QFES of placard details.

When approaching a HAZMAT incident where QFES is already in attendance, contact QFES through the TMC to obtain:

- QFES-preferred approach route
- QFES-preferred stopping location.

### **3.9.2 Using absorbent spill removal material ('kitty litter')**

There is a variety of absorbent products for use with spills, often referred to as 'kitty litter'.

Used kitty litter should be collected and bagged and either removed or left for later collection during normal working hours.

PPE, including eye protection, must be worn when responding with the use of kitty litter.

TIMS personnel may also be requested by Emergency Services to bring kitty litter to an incident scene. This is a valid TIMS callout. While at the scene, TIMS personnel should review the site for additional traffic control requirements.

## **3.10 Providing traffic control / management**

### **3.10.1 Overview**

Providing traffic control / management at an incident helps move road users safely and expeditiously around or past an incident, reduces the likelihood of secondary traffic crashes, and keeps motorists off the surrounding road system.

TIMS personnel should always:

- use safe practices for accomplishing tasks in and near traffic
- be aware of your visibility to oncoming traffic
- take measures either to move the traffic incident as far off the travelled roadway as possible or to provide appropriate warning of blocked lanes
- set up appropriate temporary traffic management
- request additional traffic management if the incident will not be cleared rapidly or required
- reassess temporary traffic management regularly.

#### **3.10.1.1 Placing traffic control devices on roads**

Generally, TIMS personnel do not have the delegation to install or remove official traffic signs, this is usually held by TMC personnel. TIMS personnel act under the direction of the TMC or an appropriately delegated officer.

### **3.10.1.2 Effect a road closure**

Generally, TIMS personnel do not officially close a road – they typically act under the direction of the TMC or other authorised officer with legal delegations (this could include QPS, QFES or Transport and Main Roads) to close / open a road.

### **3.10.1.3 Perform traffic control**

TIMS personnel that have this delegation – that is, they are an accredited Traffic Controller – can only operate within the conditions of their accreditation.

