



Highway Attachment -AZDPS Highway Patrol Division

Highway Operation Manual Excerpts

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Department of Public Safety**

Highway Patrol Division

**Highway Operations
Manual**

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Highway Operations Manual

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I. Introduction

The *Highway Operations Manual* was developed to guide and provide troopers assigned to the Highway Patrol Division (HPD) with current operational information and reference materials in a uniform manner. The HPD expects every trooper to know, understand, and apply applicable policies, objectives, principles, and procedures contained in department orders and regulations.

Links to, and certain copies of, additional reference materials pertaining to each patrol bureau appear in the Appendices found toward the end of this manual; for example, bureau orders, court information and maps.

This manual is intended to guide and facilitate timely and appropriate decisions and actions related to critical HPD field operations. It is also intended to give troopers a point of reference for contacting other relevant operational resources. For additional information refer to the following HPD orders mentioned in this manual:

- 1.01, *Highway Patrol Division Priorities*
- 2.01, *Implied Consent Enforcement*
- 2.06, *Release of DUI Suspects*
- 2.12, *Pushing Disabled Vehicles*
- 2.15, *Patrol Procedures/Traffic Supervision*
- 2.24, *Reporting of Highway Conditions*
- 2.29, *Traffic Patrol and Motorist Assistance*
- 2.32, *Mobile Digital Computers and Computer Aided Dispatching*
- 2.35, *Collision Scene Management*
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- 2.60, *Traffic Stops and Incident Procedures*
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II. Division Priorities

Troopers of the HPD shall concentrate their efforts on addressing the priorities of the HPD. The following list contains the HPD's priorities.

A. Arrest of Impaired Drivers

Drivers impaired by alcohol or drugs pose a significant threat to the safety of all persons using the state's roadways. The loss of life, occurrence of injury, and monetary cost are unacceptable consequences of impaired drivers. Troopers shall actively seek to identify and arrest impaired drivers.

B. Restraint Usage

Data and experience demonstrates that the use of passenger restraint systems decreases both the occurrence and severity of injuries sustained in vehicle collisions. Troopers should take the opportunity to educate motorists concerning the benefits of using restraints and shall aggressively enforce noncompliance.

C. Collision Causing Hazardous Violations

Hazardous violations are those driver actions which are unlawful and can directly cause motor vehicle collisions. Troopers shall seek to identify these violations and take appropriate enforcement action to impact this driving behavior.

D. Commercial Vehicle Enforcement

Commercial vehicles represent an enhanced danger to other motorists due to the size and weight of the vehicles. Driver qualifications and physical condition as well as compliance with equipment regulations, all play a vital role in the safety of commercial vehicles. Data demonstrates an increase in the occurrence of injury and death when commercial vehicles are involved in collisions. Troopers shall take opportunities to educate the public concerning the specific dangers of commercial vehicles. Troopers shall enforce motor carrier regulations to the extent they are qualified and shall maintain proficiency to their level of training.

III. Traffic Incident Management (TIM)

A. TIM Defined

TIM consists of a planned and coordinated multidisciplinary process to detect, respond to, and clear traffic incidents so traffic flow may be restored as safely and quickly as possible. Effective TIM reduces the duration and impact of traffic incidents and improves the safety of motorists, crash victims, and emergency responders. The overarching purpose of TIM is the safety of responders, those involved in incidents and those approaching and passing incidents.

B. National TIM Responder Training

The Department requires all HPD troopers to successfully complete the National TIM Responder Training. The National TIM Responder Training is designed to establish and promote a foundation of consistent training for all responders to achieve the three objectives of the TIM National Unified Goal. The three objectives are:

1. Responder Safety.
2. Safe, Quick Clearance.
3. Prompt, Reliable, Interoperable Communications.

The movement of traffic must be balanced with the absolute need for safety and the integrity of incident investigation activities. Maintaining this balance should be the primary goal of troopers. The alert and anticipative trooper can positively impact these causative factors.

Examples of these factors are:

1. Peak Travel Periods; for example, rush hour, holidays, and special events.
2. Collisions.
3. Disabled or Abandoned Vehicles.
4. Debris.
5. Driver Violations.
6. Merging Traffic.

7. Enforcement Activity.
8. Weather Conditions.
9. Highway Design.
10. Roadway Deterioration or Damage.

C. National TIM Training Provides Guidance and Tools

The National TIM Responder Training provides guidance and tools to allow troopers to make the best decisions to mitigate traffic incidents and restore traffic flow in a safe, expedient manner. The following objectives should be considered by troopers arriving on scene:

1. Notification and Scene Assessment

- a. **Operational Communications** plays a vital role in Traffic Incident Management.
- b. Dispatchers can advise motorists to move vehicles out of the road prior to responder arrival. They also start the response of appropriate resources.

2. Safe Vehicle Positioning

- a. Move the involved vehicles out of the road, if possible.
- b. Lanes may be blocked by utilizing linear and multilane blocks. The accepted national standard is the affected lane plus one additional lane.
- c. The safety of responders, involved motorists and other motorists driving through the scene is accomplished with safe vehicle positioning. Troopers need to constantly reassess the need for lane closures and adjust accordingly.

3. Scene Safety

- a. Emergency lighting is an important safety component; however, too much emergency lighting can cause visual impairment and distraction. Constantly assess the need for lighting and turn it off when appropriate.

- b. Troopers are required to wear high visibility traffic vests when conducting nontactical operations while on the roadway.

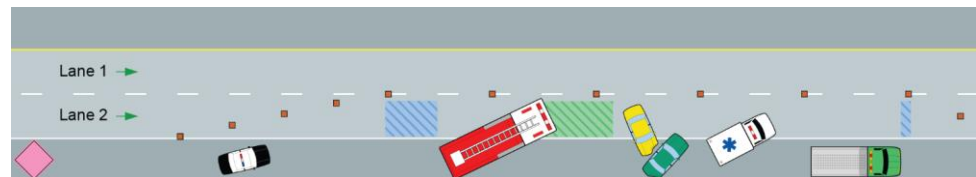
4. Command Responsibilities

- a. The federal *Manual on Uniform Traffic Control Devices* (MUTCD) and the National Incident Management System requires the use of the Incident Command System at all TIM scenes.
- b. Utilize unified command at all times. Other disciplines (Fire/EMS, transportation, towing/recovery) need to be part of the decision making process.
- c. Communicate with other responders and disciplines in person. Face-to-face communication is the most simple and accurate way to convey information.

5. Traffic Management

The diagram represents the best practice traffic management area, but is not always possible, depending on resources available.

Be aware of circumstances (weather, roadway geometry, posted speed limit, or other conditions) which would require the lengthening of the advance warning area, as well as buffer zones.



6. Special Circumstances

- a. Vehicle and other fires, hazardous material incidents, helicopter transport, and fatality collisions can bring additional considerations to traffic incidents.
- b. Be aware of local guidelines for fire and hazardous materials mitigation.
- c. Serious injury and fatality collisions do not exempt troopers from following these guidelines. Troopers are encouraged to balance the need for a thorough investigation with the need to minimize the roadway blockage and risk to responders.

7. Clearance and Termination

- a. Clearing incidents safely and quickly depends on developing coordinated, multiagency operations that are supported by integrated communications.
- b. Push bumpers and tow straps can be used to move disabled vehicles out of traffic lanes.
- c. Troopers should verify the following when clearing a scene:
 - (1) Check with incident command and advise other responders prior to leaving.
 - (2) Protect tow operators while they finish vehicle removal.
 - (3) All personnel and equipment are removed from the roadway.
 - (4) Notify **Operational Communications** that roadway lanes are open.

V. Managing Collisions and Incidents

A. Incident Command System (ICS)

While managing major collisions or incidents on the highway, proper Incident Command System (ICS) procedures must be adhered to. Refer to the *Incident Command System Manual* (932-02049). The primary focus for managing any collision or incident on the highway is:

1. The overall safety of the public, DPS, and responding personnel.
2. Care and treatment of injured persons.
3. Minimization of secondary collisions.
4. Restoration of normal traffic flow and congestion mitigation.
5. The completion of a thorough collision or incident investigation.

B. Facilitating Unimpeded Traffic Flow

In order to facilitate a normal and unimpeded traffic flow, the following efforts should be undertaken by the trooper:

1. In situations where vehicles can be moved without compromise to potential evidence, a collision or incident should be moved and investigated at a location off the highway system as quickly as possible. (See HPD orders 2.12, *Pushing Disabled Vehicles* and 2.44, *Traffic Control*.)
2. When parking on the roadway for any reason, such as traffic enforcement, motorist assist, or collision investigation, troopers should turn off all forward facing emergency lighting not including take down and spotlights, when applicable. This will reduce the potential slowdown of vehicles traveling in the opposing direction. Troopers and HPD vehicle operators who have parked on an active roadway shall leave on their rear facing emergency lighting to ensure compliance with ARS 28-775E, the “Move Over/Slow Down” statute.
3. When parking at scenes, troopers shall position a patrol vehicle at a point visible prior to the scene with the rear-facing emergency lights activated in order to protect such things as people, property, or a crime scene. To prevent injury in the event of a collision, the patrol vehicle parked prior to the scene should be unoccupied as much as practical. Troopers should

consider parking additional patrol/support vehicles forward of the scene to offer them a level of protection from a collision. See the following illustrations and also refer to HPD Order 2.35, *Collision Scene Management*.

4. Damage to state property shall be tagged with a completed department report number tag and photographed. In the event that damaged property is discovered and the cause and events are unknown, write *none* in the department report number (DR) space. This will notify the Arizona Department of Transportation (ADOT) that a collision report was not completed. In most cases, ADOT can recover damages from the involved motorist's insurance carrier, if known, with a DR number.

C. Inclement/Hazardous Weather Operations

1. Arizona Weather

Arizona is subject to regular but sporadic hazardous weather conditions which can cause visibility/access issues resulting in dangerous driving conditions; for example, rain, dusk, snow and flooding. Troopers shall patrol during these periods in a manner that prevents or minimizes collisions or incidents and enhances the motoring public's safety.

2. Trooper Shall Monitor Weather

Troopers shall monitor for hazardous weather conditions and notify **OPCOMM** of these conditions as warranted. Refer to GO 4.1.110, *Roadblocks and Travel Restrictions*, and HPD DO 2.24, *Reporting of Highway Conditions*.

When visibility is reduced, troopers should consider temporarily stopping traffic prior to the event via a rolling traffic break until visibility improves. Troopers should use discretion when stopping traffic and take TIM principles into consideration. Troopers shall not stop traffic if doing so poses a higher risk of a collision occurring than allowing traffic to continue through the event.

D. Additional Information

For additional information, refer to the following orders:

- General Order 4.1.110, *Roadblocks and Travel Restrictions*
- HPD Order 2.35, *Collision Scene Management*
- HPD Order 2.44, *Traffic Control*
- HPD Order 2.60, *Traffic Stops and Incident Procedures*

VI. Responses to Emergencies

A. Emergency Responses

Some emergency responses require Code 3 driving with siren and full emergency lighting, while other situations require less than this response to accomplish the mission safely. In all cases, the trooper is responsible for determining the appropriate level of response. Refer to GO 4.1.50, *Emergency and Urgent Responses*, and 4.1.20, *Pursuit Operations*.

B. Safe Arrival

Troopers must recognize other drivers may not have information regarding the situation to which the trooper is responding. Therefore, patience, restraint, and self-control should be exercised. The safe arrival to the scene of an emergency is paramount.

C. Response Techniques

The following response techniques may assist the trooper with a quick and safe response:

1. If circumstances require, such as driving in heavy traffic, minimize the use of forward-facing emergency lighting. Although many drivers will react appropriately, some will react improperly by stopping in traffic lanes, changing lanes unsafely, or pulling into the median area. By adjusting the use of emergency lighting based upon the circumstances, the risks of secondary collisions or incidents occurring are minimized.
2. If the decision is made to respond Code 3, it is imperative the trooper drive in the far left traffic lane to eliminate the danger of colliding with any vehicles which are legally yielding to the right. If it becomes necessary to pass on the right, all forward facing emergency lighting and siren should be shut off, speed reduced, and extreme caution exercised.
3. When several units are responding in tandem, they all should display emergency lights and sirens. Trailing troopers should be alert and avoid becoming mesmerized by the emergency lights of the lead vehicle; this is especially true during darkness. Conversely, during darkness, trailing units should deactivate their wig-wag flashing headlamps when driving behind another trooper as their lights may impair the lead trooper's vision.

4. Responding patrol units shall not follow each other or other highway traffic so close as to constitute a hazard.
5. In any urgent or emergency response, the rear-facing deck lights should be turned-on when the patrol vehicle is in motion. This allows the following:
 - a. Drivers passed by the patrol vehicle are notified the trooper is on official business.
 - b. Drivers may begin to anticipate emergency conditions in their direction of travel.
 - c. Alerts drivers that other emergency vehicles may be approaching from the rear.
7. When approaching in close proximity to urgent or emergency situations, the emergency lanes or medians may be used to reach the scene, if traffic is badly congested and backed-up. However, troopers must be extremely careful and drive at speeds slow enough to stop quickly. Emergency lighting and the patrol vehicle's public address system may be used to alert traffic of the trooper's presence and to clear the emergency access route.
8. Whenever a trooper is responding to an emergency situation and must cross through an intersection against a red light, emergency lights and siren shall be activated and the vehicle brought to a full stop. The trooper shall ascertain traffic has yielded before proceeding cautiously through the intersection. If the call is nonemergency in nature, the trooper shall follow all traffic laws and not proceed until the regular traffic cycle allows them to proceed. Refer to ARS §28-624.

D. Number of Patrol Units Needed

Each circumstance will dictate the sufficient number of patrol units needed. Excessive response is counter-productive and not in the best interest of public safety. Response and arrival to an emergency or incident should be based only according to need. The first responding trooper is responsible for immediately advising **OPCOMM** of the necessity for additional patrol units. Refer to the *Incident Command System Manual* (932-02049) and *Radio Communications Manual* (932-00266).

E. Broadcast Information

The following information should be broadcast as soon as possible by the first arriving unit:

1. Unit Identification

2. Exact Location

Indicate the roadway name, direction of travel, ramp designation, milepost, and/or interchange location using the direction of travel. This location name will then become the designator whenever referencing the scene.

3. Number and Type of Vehicles Involved

4. Degree of Damage

Indicate the collision status; for example Code-961, 962, 963, motorist assist only, other type of incident, criminal situation, or hazardous material spill.

5. Number of Lanes Closed

Determine and broadcast any road or lane blockage.

- a. Identify the type and extent of blockage.
- b. Provide a quick estimate of the time element required before roadway clearance.
- c. Troopers should request an ADOT Arizona Law Enforcement Response Team (ALERT) response for lengthy closures typically longer than 30 minutes.

6. Hazards or Problems

Determine and broadcast any specific hazards or problems that necessitate the need for additional police, fire, medical, or assistance from the ADOT.

- a. Identify the type and approximate number of additional resource units needed, both immediate and short-, mid-, and long-term. Examples of additional resources that may be needed are: ALERT, customized tow/recovery equipment, **Public Affairs**, mobile

command van, lighting trailers, and/or the services available via the Traffic Operations Center (TOC).

- b. Broadcast this information immediately so unneeded responding units may return to normal patrol duties.
- c. Request all appropriate Dynamic Message Signs (DMS) be activated.
- d. Determine and broadcast the best route access to the collision or incident.

7. Establishment of Command

The Incident Command System may be established when coordinating efforts at scenes or incidents meeting the criteria outlined in the *Incident Command System Manual* (932-02049).

F. Assisting Patrol Units Return to Normal Duties

All other responding patrol units shall return to normal duties immediately upon a situation being declared stabilized and further assistance is not required.

VIII. Highway Closures

A. Roadway Blockage

Whenever a full or partial roadway blockage occurs, there must be a continual evaluation as to whether such blockage should remain in effect or be removed. Blockage or closures of any kind have a dramatic effect on normal traffic flow and should be allowed to remain only when absolutely necessary.

B. Lane Closures

In situations that involve single or multilane closures, motorists must be properly warned and given specific directions for the desired course of action. Whenever traffic becomes overly congested as a result of a lane or roadway blockage, on-ramps approaching the situation should be closed so traffic can be minimized entering into the scene.

C. Length of Tapers

Troopers should consider the length of tapers when setting up emergency lane closures. The length of tapers in emergency lane closures will vary based on geographical factors to include: urban freeways, rural freeways, reduced visibility and any other factors which may cause a trooper to adjust the length of a taper.

A general rule in an urban setting is to space cones or flares approximately 40 feet apart; which is approximately the distance from one skip line, if present, to the next. In rural settings, troopers may consider placing cones or flares no further apart in feet than the speed limit; for example, 35 mph = 35 feet apart, 45 mph = 45 feet apart, 55 mph = 55 feet apart and so forth.

More detailed information regarding tapers is available in the *Manual on Uniform Traffic Control Devices* and Federal Highway Administration National Traffic Incident Management training.

D. Secondary Units

Secondary units arriving at the scene must immediately provide for adequate traffic control, including a proper taper. With anticipated closures lasting 30 minutes or more, assistance from the ADOT ALERT should be requested. Troopers should request that all appropriate DMS be activated. Refer to the *Incident Command System Manual* (932-02049).

E. Passing Motorist Control

Passing motorists must be adequately slowed down and yet expedited safely through the scene. This assignment may require troopers to position themselves within the closure to physically direct traffic through the scene.

F. Emergency Lights and Directional Arrows

A blockage or closure will most likely require the patrol vehicle's emergency lights or directional arrows, if available, to be used as a visual warning device for single or multilane closures. Consideration should be given to factors affecting the visibility for on-coming traffic; such as, natural and man-made geographical obstructions, roadway curves, lighting conditions, and weather.

G. Patrol Vehicle Position

The trooper should determine the most advantageous position for a patrol vehicle to obtain maximum exposure and visibility. If a patrol vehicle is parked facing oncoming traffic at night or in low level lighting conditions, wig-wag headlights or high beams shall not be used in the direction of oncoming traffic. The use of the wig-wag headlights may be used when facing oncoming traffic during daylight hours.

H. Full Roadway Closures

A full roadway closure may require special routing of traffic through surface streets. Local jurisdictions must be notified of such rerouting as soon as possible. If local law enforcement units are not available, troopers should be assigned to traffic control at highway intersections to help accommodate the increased traffic congestion. Troopers must coordinate any closures with the TOC and, if warranted, implement the Incident Command System (ICS). Refer to the *Incident Command System Manual* (932-02049). For example, troopers should consider implementing the ICS when there are three or more troopers present at a scene or incident.

IX. Traffic Breaks

A. Traffic Breaks

Traffic breaks are an effective tool for creating a temporary gap or break in traffic to allow for the removal of debris, disabled vehicles, or other obstructions and roadway hazards on multilane, controlled access highways.

Traffic breaks should be considered by troopers during pursuit operations and prior to implementing PIT/VIP maneuvers.

Traffic breaks and roadway clearance should not be conducted by one trooper in a congested urban highway environment. A responding secondary trooper will be used to initiate, sustain, and complete the break, while the primary trooper removes or facilitates the removal of the obstruction.

Note: Only troopers operating properly equipped emergency vehicles (preferably marked patrol vehicles) shall conduct traffic breaks.

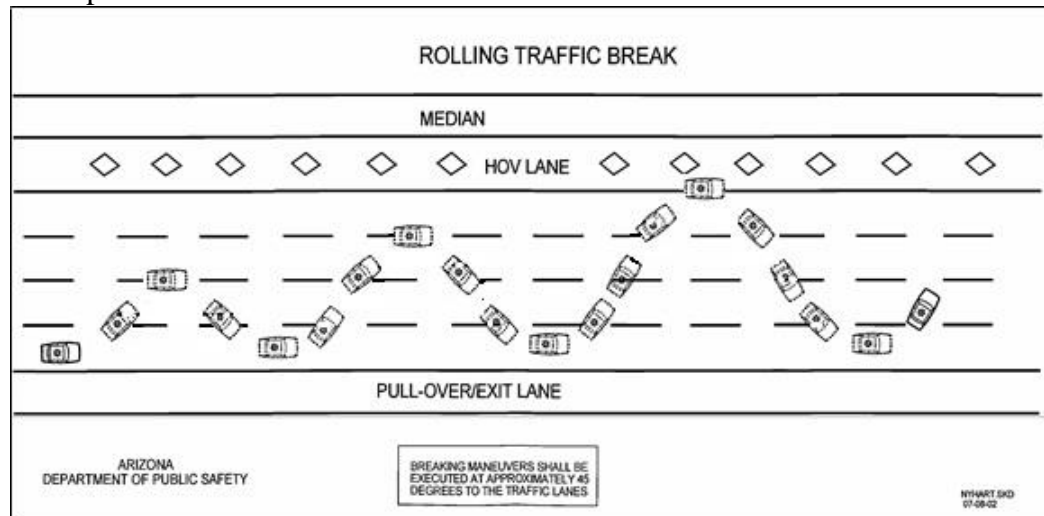
B. Creating a Traffic Break

To affect a traffic break safely, the primary unit requesting the break must advise **OPCOMM** of the need for the break, the location, desired starting point, and the estimated length of the break. The primary and secondary troopers must coordinate the timing of the break.

C. Secondary Trooper

The secondary trooper should be positioned at a sufficient distance to start the break safely. Typically, a safe distance is one-half to one mile from the scene. The break will start with the secondary trooper selecting a particular point in traffic where it is possible to enter, such as a natural break, activate all emergency lights and siren, and begin to slow traffic, not allowing it to pass. Refer to Example 9.1, Rolling Traffic Break.

Example 9.1:



D. Secondary Trooper Movements

The secondary trooper should avoid suddenly pulling in front of traffic and quickly slowing as such movements are hazardous. The trooper should pull into traffic from the right to the left at the prevailing speed and then gradually slow in increments of 5 to 10 mph over a safe and effective distance, down to the desired speed for the break, ensuring all lanes of travel are covered and held back.

E. Trooper Communications

The primary trooper will request the break to start. The secondary trooper will acknowledge, visually scan all traffic lanes for hazards, and start the break by maneuvering back-and-forth, right to left, at a slight to moderate angle across all roadway lanes with emergency equipment activated. Quick or sudden movements should not be used as they may surprise or confuse following drivers. The siren and appropriate hand-signals may be used intermittently to emphasize the point of not allowing rearward approaching vehicles to pass. All troopers should be concerned with visibility and avoid having large vehicles at the front of a break. The secondary trooper shall advise when the break is in effect and then broadcast a description of the last vehicle that will be passing by the location of the obstruction removal. The primary trooper should acknowledge this description to avoid any confusion.

F. On Ramps

Troopers shall factor in on-ramps that may be between the start of the break and the actual incident scene when planning a break. This will minimize the risk that a driver may unknowingly enter the highway, disrupt the integrity of the break, and create an unnecessary hazard.

G. Duration of Traffic Break

The break will be maintained until the secondary trooper receives specific instructions from the primary trooper to release all traffic. The secondary trooper will acknowledge and confirm the release instructions. The premature termination of a break without such communication could result in serious unintended consequences. The secondary trooper, upon agreement with the primary trooper to release the break, shall deactivate their emergency equipment and should accelerate away to allow the vehicles affected by the break to resume their travel.

X. Traffic Direction

A. Directing Traffic

When directing traffic, the trooper is uniquely visible to the public. The trooper must project a professional image and remain patient and professional even when verbal or physical traffic directions are not followed. Verbal commands, traffic control whistle bursts, and hand-signals must be given in a clear and concise manner.

B. Trooper Attire

The following items shall be worn when directing traffic:

1. High visibility traffic vest or reflective raincoat.

The high visibility traffic vest and/or reflective raincoat are required by HPD policy and shall be worn. Refer to HPD Order 2.44, *Traffic Control*.

2. Hat.

Conditions permitting, troopers shall wear appropriate headgear as outlined in the *Uniform Manual* (932-02020). Refer to HPD Order 2.44, *Traffic Control*.

C. Technical Challenges

Many locations on an urban highway system can present a technically challenging problem to a trooper when directing or routing vehicular traffic. More than one trooper may be required and those troopers shall coordinate their efforts to promote the best response for a smooth, orderly, expeditious, and safe flow of traffic. Troopers may be issued a traffic control box key to manually cycle controlled intersections. At all other locations, good judgment and prevailing circumstances will dictate the operational decisions on how to resolve a traffic flow issue.

D. Trooper and Motorist Safety

The safety of all is critically important and every reasonable step should be taken to minimize the risks to troopers and the motoring public, while expediting the safe and orderly flow of traffic.