

CHECKLIST TO DESIGNATE AREAS OF EVALUATION FOR REQUESTS FOR PROPOSAL (RFP)

	REQUISITION NUMBER		DUE DATE XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
MDOT PROJECT MANAGER	JOB NUMBER (JN)	CONTROL SECTION (CS)	
DESCRIPTION			
MDOT PROJECT MANAGER: Check all items to be included in RFP WHITE = REQUIRED GRAY SHADING = OPTIONAL Check the appropriate Tier in the box below		CONSULTANT: Provide only checked items below in proposal	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TIER I (\$25,000-\$99,999)	TIER II (\$100,000-\$250,000)	TIER III (>\$250,000)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Understanding of Service
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Innovations</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Organizational Chart
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Qualifications of Team
Not required as part of Official RFP	Not required as part of Official RFP	<input type="checkbox"/>	Quality Assurance/Quality Control
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location: The percentage of work performed in Michigan will be used for all selections unless the project is for on-site p=inspection or survey activities, then location should be scored using the distance from the consultant office to the on-site inspection or survey activity.
N/A	N/A	<input type="checkbox"/>	Presentation
N/A	N/A	<input type="checkbox"/>	Technical Proposal (if Presentation is required)
3 pages (MDOT Forms not counted) (No Resumes)	7 pages (MDOT Forms not counted)	14 pages (MDOT forms not counted)	Total maximum pages for RFP not including key personnel resumes. Resumes limited to 2 pages per key staff personnel.

PROPOSAL AND BID SHEET EMAIL ADDRESS – mdot-rfp-response@michigan.gov

GENERAL INFORMATION

Any questions relative to the scope of services must be submitted by e-mail to the MDOT Project Manager. Questions must be received by the Project Manager at least five (5) working days prior to the due date and time specified above. All questions and answers will be placed on the MDOT website as soon as possible after receipt of the questions, and at least three (3) days prior to the RFP due date deadline. The names of vendors submitting questions will not be disclosed.

MDOT is an equal opportunity employer and MDOT DBE firms are encouraged to apply. The participating DBE firm, as currently certified by MDOT's Office of Equal Opportunity, shall be listed in the Proposal.

MDOT FORMS REQUIRED AS PART OF PROPOSAL SUBMISSION

5100D – Request for Proposal Cover Sheet

5100J – Consultant Data and Signature Sheet (Required only for firms not currently prequalified with MDOT)

(These forms are not included in the proposal maximum page count.)

REQUEST FOR PROPOSAL

The Michigan Department of Transportation (MDOT) is seeking professional services for the project contained in the attached scope of services.

If your firm is interested in providing services, please indicate your interest by submitting a Proposal, Proposal/Bid Sheet or Bid Sheet as indicated below. The documents must be submitted in accordance with the latest (Consultant/Vendor Selection Guidelines for Services Contracts" and "Guideline for Completing a Low Bid Sheet(S)*, if a low bid is involved as part of the selection process. **Reference Guidelines are available on MDOT's website under Doing Business > Vendor/Consultant Services >Vendor/Consultant Selections.**

RFP SPECIFIC INFORMATION

BUREAU OF HIGHWAYS BUREAU OF TRANSPORTATION PLANNING OTHER

THE SERVICE WAS POSTED ON THE ANTICIPATED QUARTERLY REQUESTS FOR PROPOSALS

NO YES DATED _____ THROUGH _____

Prequalified Services – See page ____ of the attached Scope of Services for required Prequalification Classifications.

Non-Prequalified Services – If selected, the vendor must make sure that current financial information, including labor rates, overhead computations, and financial statements, if overhead is not audited, is on file with MDOT's Office of Commission Audits. This information must be on file for the prime vendor and all sub vendors so that the contract will not be delayed. **Form 5100J is required with Proposal for firms not currently prequalified with MDOT**

Qualifications Based Selection – Use Consultant/Vendor Selection Guidelines

For all Qualifications Based Selections, the section team will review the information submitted and will select the firm considered most qualified to perform the services based on the proposals. The selected vendor will be contacted to confirm capacity. Upon confirmation, that firm will be asked to prepare a priced proposal. Negotiations will be conducted with the firm selected.

For a cost plus fixed fee contract, the selected vendor must have a cost accounting system to support a cost plus fixed fee contract. This type of system has a job-order cost accounting system for the recording and accumulation of costs incurred under its contracts. Each project is assigned a job number so that costs may be segregated and accumulated in the vendor's job-order accounting system.

Qualification Review / Low Bid – Use Consultant/Vendor Selection Guidelines. See Bid Sheet instructions for additional information.

For Qualification Review/Low Bid selections, the selection team will review the proposals submitted. The vendor that has met established qualification threshold and with the lowest bid will be selected. The selected vendor may be contacted to confirm capacity.

Best Value – Use Consultant/Vendor Selection Guidelines, See Bid Sheet Instructions below for additional information. The bid amount is a component of the total proposal score, not the determining factor of the selection.

Low Bid (no qualifications review required – no proposal required.) See Bid Sheet Instructions below for additional instructions.

BID SHEET INSTRUCTIONS

Bid Sheet(s) must be submitted in accordance with the "Guidelines for Completing a Low Bid Sheet(s)* (available on MDOT's website). Bid Sheet(s) are located at the end of the Scope of Services. Submit bid sheet(s) separate from the proposal, to the email address: mdot-rfp-response@michigan.gov. Failure to comply with this procedure may result in your bid being rejected from consideration.

**NOTIFICATION
MANDATORY ELECTRONIC SUBMITTAL**

Proposals submitted for this project must be submitted electronically.

The following are changes to the Proposal Submittal Requirements:

- Eliminated the Following Requirements:
 - Safety Program
 - Communication Plan
 - Past Performance as *a separate section*
 - Separate section for DBE Statement of goals. Include information in Qualification of Team section

- Implemented the Following Changes:
 - All proposals require an Organization Chart
 - Resumes must be a maximum of two pages
 - Only Key (lead) staff resumes may be submitted
 - Tier III proposal reduced from 19 to 14 pages
 - Forms 5100D, 5100I, and 5100G combined – 5100D
 - Forms 5100B and 5100H combined – 5100B
 - RFP's will be posted on a weekly basis -- on Mondays

The following are Requirements for Electronic Submittals:

- Proposals must be prepared using the most current guidelines
- The proposal must be bookmarked to clearly identify the proposal sections (See Below)
- For any section not required per the RFP, the bookmark must be edited to include “N/A” after the bookmark title.
Example: Understanding of Service – N/A
- Proposals must be assembled and saved as a single PDF file
- PDF file must be 5 megabytes or smaller
- PDF file must be submitted via e-mail to MDOT-RFP-Response@michigan.gov
- MDOT's requisition number and company name must be included in the subject line of the e-mail. The PDF shall be named using the following format:
 - Requisition#XXX_Company Name.PDF
- MDOT will not accept multiple submittals
- Proposals must be *received* by MDOT on or before the due date and time specified in each RFP

If the submittals do not comply with the requirements, they may be determined unresponsive.

The Consultant's will receive an e-mail reply/notification from MDOT when the proposal is received. Please retain a copy of this e-mail as proof that the proposal was received on time. **Consultants are responsible for ensuring the MDOT receives the proposal on time.**

****Contact Contract Services Division immediately at 517-373-4680 if you do not get an auto response****

Required Bookmarking Format:

- I. Request for Proposal Cover Sheet Form 5100D
 - A. Consultant Data and Signature Sheet, Form 5100J (if applicable)
- II. Understanding of Service
 - A. Innovations
- III. Qualifications of Team
 - A. Structure of Project Team
 - 1. Role of Firms
 - 2. Role of Key Personnel
 - B. Organization Chart
 - C. Location
- IV. Quality Assurance / Quality Control Plan
- V. Resumes of Key Staff
- VI. Pricing Documents/Bid Sheet (if applicable)

2/14/12

Michigan Department of Transportation

**SCOPE OF SERVICE
FOR
SPECIALTY SERVICE
FREEWAY COURTESY PATROL OPERATIONS**

CONTROL SECTION(S): Various

JOB NUMBER(S): Various

PROJECT LOCATION: Freeways in Livingston & Washtenaw Counties

PROJECT DESCRIPTION: Operations of the Freeway Courtesy Patrol (FCP)

The purpose of this scope of service is to partner with the Michigan Department of Transportation (MDOT) in managing traffic in the Brighton TSC area by operating the FCP in Livingston and Washtenaw Counties. The Consultant will operate a fully functional FCP program over planned, established routes.

A portion of the traffic congestion is non-recurring. Unplanned events (accidents and incidents) are the primary contributors. The FCP program plays an important role in freeway traffic management and congestion mitigation by assisting with the following:

- Identifying and verifying the problem
- Getting the correct response resources to the scene
- Safely and quickly clearing incidents off of the roadway
- Keeping the traveling public informed

This is a three year selection. However, each year will be contracted one year at a time

ANTICIPATED SERVICE START DATE: January 7, 2013

ANTICIPATED SERVICE COMPLETION DATE: January 7, 2016

PRIMARY PREQUALIFICATION CLASSIFICATION(S):

None

SECONDARY PREQUALIFICATION CLASSIFICATION(S):

None

DBE REQUIREMENT: N/A

MDOT PROJECT ENGINEER MANAGER:

Larry Dropiewski, P.E.
Michigan Department of Transportation
10321 E Grand River, Suite 500
Brighton, MI 48116
810-225-2629
DropiewskiL@michigan.gov

REQUIRED MDOT GUIDELINES AND STANDARDS:

The Consultant must adhere to all applicable OSHA and MIOSHA safety standards, including performing field operations in accordance with the Department’s Personal Protective Equipment (PPE) policy as stated in the MDOT Guidance Document #10118.

GENERAL INFORMATION:

ACRONYMS

AVL	Automatic Vehicle Locator
DBE	Disadvantaged Business Enterprise
FCP	Freeway Courtesy Patrol
FCP Assist	Occupied vehicle assist, crash support, and removing blocking debris
FCP Stop	Unoccupied vehicle stop
GIS	Geographic Information System
GPS	Global Positioning System
MDOT	Michigan Department of Transportation
MMUTCD	Michigan Manual of Uniform Traffic Control Devices
MSP	Michigan State Police
PM	Project Manager
PPE	Personal Protective Equipment
RCTO	Regional Concept for Transportation Operations
RFP	Request for Proposals
SEMCOG	Southeast Michigan Council of Governments
STOC	Statewide Transportation Operations Center
SEMTOC	Southeast Michigan Transportation Operations Center

Freeway Courtesy Patrol (FCP) Overview

The FCP is part of a comprehensive traffic incident management program to reduce delay caused by non-recurring traffic congestion and improve operations of the freeway system. MDOT will be expanding this service into portions of the University Region, Brighton Transportation Service Center (BTSC) in Livingston and Washtenaw Counties. The FCP will work with STOC and SEMTOC staff to inform them of incidents on the roadway and update them as to lanes affected.

FCP provides no-charge services to motorists and other incident management support services that reduce the impact of incidents and improve freeway operations.

The drivers shall not accept tips from motorists.

The Consultant shall safely provide consistent services that benefit both stranded motorists requiring assistance and other motorists through improved freeway operations. Services provided by FCP shall be in accordance with the MDOT Freeway Courtesy Patrol Operating Guidelines, Revision 3, dated July 2009, included as Appendix A.

The FCP has a positive impact on freeway operations and is an integral part of the regional incident management program. It is important that the Consultant maintain the knowledge, skills and abilities of the FCP drivers, supervisors, and support staff to stay current with the requirements of the FCP operations through safe and effective delivery of services defined herein.

CONSULTANT RESPONSIBILITIES:

A. Project Requirements

The BTSC area will be divided into two Zones as shown below.



Zone 1



The Consultant shall provide skilled, qualified operational personnel to support the following hours:

- Monday through Friday, Day Shift: 6AM – 12PM. Evening Shift: 2PM-8PM
- Weekends: Saturday and Sunday 8 hour shifts. Hours will vary based on special events as determined by the MDOT Project Manager
- A **minimum** of **two** operators per Zone will be required for the **Monday-Friday shifts**
- A **minimum** of **one** operator for both Zones will be required for the **weekend shifts**

FCP will roam the zones throughout the shift as well as respond to dispatched calls. FCP will coordinate with the MDOT Project Manager to target high traffic areas during peak hours (Monday-Friday, 6AM-9-AM and 3PM-6PM)

Freeway Courtesy Patrol program, including (but not limited to) providing the staffing, vehicles, training, equipment and operating procedures for the program.

B. Safety and Security

1. FCP will be working in extremely hazardous conditions, adjacent to live interstate traffic at high rates of speed. FCP drivers will frequently be required to perform physically demanding work.

Proper execution of their responsibilities will present safer conditions to the traveling public and to the drivers.

2. All Freeway Courtesy Patrol drivers must pass background checks and drug tests. Results of background checks and drug tests shall be provided to the MDOT Project Manager within 48 hours. Two (2) random drivers shall be tested once a year and the results shall be provided to the MDOT Project Manager.

3. Safety and/or security violations will be taken seriously and may result in termination of this contract. Respondents should clearly indicate how these items will be managed throughout the life of this contract.

C. Service Needs

1. The Consultant shall have the responsibility to employ, train, schedule, and supervise all personnel. The Consultant shall ensure that all personnel have sufficient skill and expertise to properly perform the work assigned to them.

2. The FCP will provide services to motorists on the freeways, including freeway on/off ramps, in the coverage area shown in Figure 1. Drivers may occasionally be required by MDOT to assist motorists 10 miles beyond the limits on the coverage area. FCP services provided to motorists/occupied vehicles on an FCP assist include but not limited to tire changes/repair, providing gasoline, minor mechanical repairs, and cellular telephone assistance. Traffic control support at or in advance of an incident scene, at the direction of public safety agencies, is also classified as an FCP assist, as well as clearing debris that is obstructing a travel lane(s).

3. **FCP shall stop at all stalled/stopped vehicles on the freeway in accordance with the Freeway Courtesy Patrol Operating Guidelines.** For unoccupied vehicles, this is defined as an FCP stop and shall only be documented one time per vehicle.

4. The demand for FCP services fluctuates with time of day, day of week, season, weather conditions, construction activity, and planned special events.

- Patrol
 - FCP shall be on patrol :the following:
- Monday through Friday, Day Shift:6AM – 12PM. Evening Shift: 2PM-8PM
- Weekends: Saturday and Sunday 8 hour shifts. Hours will vary based on special events as determined by the MDOT Project Manager
- A **minimum** of two Operators per Zone will be required for the Monday-Friday shifts
- A **minimum** of one operator for both Zones will be required for the weekend shifts
 - Additional patrols shall be scheduled by the Consultant to most effectively meet the demand within the resources available in the contract
 - There shall be no breaks during peak periods
- All FCP drivers on patrol shall be available for dispatch by either SEMTOC or STOC.

- At a **minimum**, a patrol shall include three (3) passes through each road segment shown in Zones 1 and 2 as shown above, per calendar day. One (1) pass during peak periods as defined below, and one (1) additional pass through each road segment shown in Zones 1 and 2 as shown above.
 - At a **minimum** one (1) complete pass through each road segment is required on weekends and holidays.
 - Peak Periods and Holidays
 - Peak periods are defined as Monday through Friday, 6:00 AM to 9:00 AM and 3:00 PM to 6:00 PM, excluding holidays.
 - Holidays are defined as: New Years Eve, New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Days (Thursday and Friday), Christmas Eve and Christmas Day.
5. Each driver shall be equipped with a cellular telephone.
 6. Each vehicle shall be equipped with Global Positioning System (GPS).

D. Staffing Plan

The Consultant shall develop and maintain a Staffing Plan for all personnel provided on the contract. The Staffing Plan shall cover (at minimum): employee qualifications, scheduling procedures, leave approval policies, operator absentee procedures, driver absentee procedures, employee performance expectations, and acceptable employee conduct.

The Consultant shall maintain a schedule and provide it to the MDOT project manager.

E. Organization, Supervision, and Scheduling

1. The Consultant shall manage their personnel's planned leave, unexpected leave, training, etc. to meet the minimum staffing.
2. There shall be a FCP shift supervisor for both day shift and afternoon shift at a minimum.
3. In the event of an emergency, the Consultant may be required to provide additional staff to handle the additional workload. Examples of emergencies include winter weather events, flooding, storms, major special events or other situations that have great impact on traffic in southeast Michigan. The Consultant will be given as much advance notice as possible, however, the nature of these events sometimes requires response within a few hours. Respondents should address this level of support within their proposals.
4. Good project management is critical to meet the evolving needs of traffic operations. Below are requirements for the project manager (PM):
 - The Consultant shall provide a PM who will be responsible for all activities performed under this contract. The PM shall be the primary liaison between MDOT and the Consultant's staff. The PM will establish and implement procedures to provide the agreed upon staffing

to MDOT. When unexpected situations arise, the PM will be the MDOT first point of contact. The PM will be on-call 24 hours/day. During times when the PM is unavailable, the Consultant shall provide an alternate point of contact. Any alternate PM will have comparable qualifications and the same decision-making authority as the normal PM.

- The PM will work under this contract or traffic incident management in general. It is expected that the PM may represent MDOT at local, state, or regional meetings. The PM may also be required to participate in developing statewide procedural documents or conduct training in other parts of the state.
- The PM must ensure that there is seamless communication between control room staff and FCP drivers and MDOT staff.

MDOT is not responsible for benefits, overtime, holiday pay, etc. for the Consultant's/sub-consultant's employees.

F. Media Coordination

MDOT's media partners serve an important role in disseminating traffic information to the motoring public. Further, MDOT's TOC programs, including control room operations and FCP, attract media attention. The Consultant shall work with MDOT to leverage these strengths to ensure traffic information is disseminated effectively and positively promote MDOT program and traffic and safety information. All media outreach activities shall be closely coordinated with the MDOT Project Manager.

The Consultant shall work with the MDOT Project Manager in coordination with the MDOT UniversityRegion Communications staff, to ensure clear and accurate traffic information to the public, to ensure a positive relationship between media partners and MDOT, and to promote dissemination of program and traffic and safety information through our media partners. The Consultant shall not release any information to broadcast, print or internet media without prior MDOT approval. The Consultant shall support requests from the media, including ride-alongs, forwarded to the Consultant by MDOT. The Consultant shall also support development of program outreach information, including brochures, video and other Public Safety Announcement materials, requested by MDOT. A minimum of six (6) media requests are anticipated per year.

The Consultant shall bring to the attention of the MDOT Project Manager any and all potentially negative reporting of MDOT or the Consultant from media partners within 24 hours of such observation.

G. Coordination

The Consultant shall provide information to SEMTOC/STOC operators, including driver names, vehicle numbers and mobile phone numbers. Any schedule changes affecting dispatching operations shall be communicated to SEMTOC/STOC on a daily basis.

The Consultant shall facilitate ride-alongs with the FCP of MDOT or its designee(s) to support the traffic incident management program through training and education. Up to six (6), four (4) hour ride – alongs are anticipated per year for this purpose.

H. Documentation

The consultant shall provide the following documentation:

- Any operational and policy guidelines
 - Consultant shall maintain, update and print the FCP Operating Guidelines, training materials, quick reference sheets, and related documentation that communicate operating procedures to drivers.
- Copies of required licensure and/or certification
- Monthly progress reports noting key program issues and planned work.
- Staffing plans and staffing schedules
- Training records
- Performance measures will be reported out monthly. **Please note that no incentive payments for performance measures are included in the first year of the contract. Performance payments for the Number of Complaints incentive may be added in years 2 & 3 of the contract at the discretion of the MDOT Project Manager.**
 - i. Number of assists: Assists include response to the following incident types in accordance with the FCP Operating Guidelines: Occupied disabled vehicles, extricating vehicles, support at a crash, and clearing debris that obstructs a travel lane.
 - ii. Number of tows: Number of tows initiated by the FCP driver to Freeway Operations using the Michigan State Police (MSP) tow list.
 - iii. Number of stops Number of stops at abandoned/unoccupied vehicles in accordance with the FCP Operating Guidelines.
 - iv. Number of complaints ≤ 1 per month on average
Complaints from motorists shall be cumulative, and shall be averaged per month over the course of each year of the contract. Complaints include but are not limited to: all motorist complaints and claims related to services provided; general driving complaints; traffic violations or crashes involving an FCP vehicle; and, complaints against FCP drivers while in uniform.
The Consultant shall respond in writing and as appropriate to each complaint with a copy provided to the MDOT Project Manager within a week of the complaint. All complaints that the Consultant demonstrates to the MDOT Project Manager were erroneously made against the FCP operator or vehicle shall be adjusted from the complaint tracking. The MDOT Project Manager will make the final determination as to the legitimacy of each complaint and whether is shall be counted as a complaint for the monthly average.

Failure of the Consultant to limit the average number of complaints per month to less than two (2) may be cause for termination of the contract.

v. Response time

Response time applies solely to assists that were dispatched and is an average of all response times over the current month. The average response time is measured to the 10th of a minute. Response time is measured in minutes and is equal to arrival time (the time an FCP unit is on the scene of the incident) minus dispatch time (the time the FCP is requested to respond to an incident by a MITSC dispatcher even if they were already assisting a different motorist). The consultant is responsible for logging dispatch and arrival time, however, arrival time will be audited to Automatic Vehicle Locator (AVL) data, and should any discrepancies arise regarding arrival time, AVL data will govern.

- Training materials described in Freeway Courtesy Patrol Operations section.
- Create and produce comment cards for the assisted motorists with approval of the MDOT PM.
- GIS mapping to communicate assets for FCP drivers.
- FCP assist data.
 - The consultant shall monitor FCP call cards, AVL data, and other available sources to track performance of the FCP. Consultant shall send original call cards to MDOT for data entry within three (3) business days of close of the day of service. MDOT or its designee shall enter call cards and make the electronic data available to the Consultant within (5) business days of receipt of the call cards. Please note that during the course of this contract, an electronic call card system, using on-board mobile data terminals, may be implemented; this system could change the procedure for collecting and tracking call card data, and may eliminate the requirement to submit hard copies of call cards and manually enter the call card data.

All reports shall be provided in printed form, one copy, with a copy in electronic form, to the MDOT Project Manager. Format for all reports provided under this contract shall be submitted to the MDOT Project Manager for review and approval.

I. Personnel Requirements

Safe, effective, and consistent delivery of services to the motoring public is essential to the continued success of the FCP program. It is important that the Consultant maintain the knowledge, skills and abilities of the drivers, supervisors, and supporting staff to stay current with the requirements of the FCP program. The Consultant shall provide all necessary training and support material for their staff involved with this contract to maintain the quality of service. FCP driver training shall be open to the MDOT Project Manager and/or his/her designee(s). Consultant shall deliver two (2) copies of all training materials to the MDOT Project Manager within one (1) week following the training.

Within sixty (60) calendar days from the date of contract award, all FCP drivers are required to complete Level One of the Towing and Recovery Association of America's National Driver Certification Program (or an equivalent certification approved by the MDOT Project Manager).

New employees hired by the Consultant during the contract period are also required to complete this certification within sixty (60) days of hire. The testing for Level One Certification includes topics on Customer Service, Safety/Personal Appearance, Incident Management, the Vehicles, and Equipment/tools. The Consultant shall submit original copies of certifications for all FCP drivers to the MDOT Project Manager.

FCP drivers shall possess a valid Michigan Chauffeur License with less than six (6) points of violations.

Drivers shall be CPR Certified at the consultant's expense.

Consultant shall implement a drug and alcohol testing program that includes random testing on an interval of at least once per year. Results of drug tests shall be provided to the MDOT Project Manager within 48 hours, upon request.

FCP drivers shall wear a uniform and all appropriate personal protective equipment (i.e. steel toed boots, eye protection and safety boots) for the work performed at all times while on patrol. Key elements of the uniform, in addition to personal protective equipment, serve to identify the FCP driver to motorists and shall be provided to the MDOT Project Manager for approval within one week of the contract award. Each driver shall store a clean, spare uniform in the vehicle that can be used during their shift.

FCP drivers represent MDOT and must conduct themselves in a courteous, considerate, professional manner at all times. They shall be customer service oriented and constantly strive to provide a safe and secure workplace.

Operators of FCP vehicles shall obey and be governed by all federal, state, and local laws, ordinances, regulations and standards related to traffic and motor vehicle safety. FCP vehicles are not "Emergency Vehicles". When responding to an emergency within the Michigan Department of Transportation Right-of-Way, FCP vehicles are by definition "Official Vehicles" and as such are permitted, as circumstances dictate, to utilize the paved shoulder or grassy areas along the roadway.

FCP drivers shall be provided a minimum of three (3) new uniforms, safety shoes, and all other Personal Protective Equipment (PPE) by the Consultant meeting or exceeds MDOT Standards. Uniforms shall comply with Performance Class 2 of the ANSI/ISEA 107-2006 (or later) High Visibility Safety Apparel. Uniforms shall be clean at the start of each shift. The highly visible, reflective uniform shall be worn at all times while outside the FCP vehicle. In inclement weather, Class 3 foul weather clothing will be worn. **All other apparel worn by FCP personnel must be professional as their appearance is a direct reflection on MDOT, the TOC, and the Consultant.**

- a. The Department will review and approve all additional emblems, patches, or logos attached to the uniforms. Driver's names shall be embroidered on their uniforms.
- b. All FCP personnel shall promote a professional image and work environment. Jewelry that may interfere with the safe conduct of FCP drivers shall not be worn.

Training Plan

1. The Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable FCP operations staff. Before any FCP contract employee provides services under this contract, they shall complete the training program defined in the FCP Operator Training Plan, which includes the training and certification requirements listed under *Personnel Requirements*. In addition, all FCP drivers must be trained on radio communications and reporting protocol, and must be National Incident Management Systems (NIMS) certified at the ICS-100 and ICS-700 levels. The Consultant shall provide refresher/safety training which will be scheduled quarterly to support safe habits and practices on the roadway. A bulleted list of discussion topics and discussion points along with any hand out material at these quarterly safety meetings will be provided to the MDOT PM within three (3) business days of the meeting. The Consultant is required to develop a driver certification plan to test yearly on routine operations.

2. The Consultant shall submit a FCP Operator Training Plan for MDOT review and approval within 45 days of the start of the contract. The Consultant shall update the Training Plan and MDOT will review on a quarterly basis thereafter.

Operator training updates shall be conducted quarterly, at a minimum. Consultant shall maintain and deliver training documentation. Training shall incorporate relevant traffic operations fundamentals for optimum performance of freeway and non-freeway operations.

Responsibilities

1. Refer to the MDOT FCP Operating Guidelines for a complete list.

2. Pre-trip check: Each operator will inspect assigned Courtesy Patrol Vehicles at the beginning of each shift and take action as necessary to ensure that vehicles are in compliance with all Michigan Motor Vehicle laws as well as the specifications and requirements of the contract.

3. Towing: In no event shall the Consultant or the FCP driver provide or recommend any towing, repair service or facility to the disabled motorist. The driver will inform freeway operations of the motorist's towing request and the operations staff will contact the towing service as requested by the motorist, or the State Police will be called for rotation towing service. Any towing service shall be at the motorist's expense. The FCP shall not tow any vehicle off the highway.

4. Weather Events: FCP operation shall be considered essential. The FCP shall remain in operation during all weather conditions, unless determined otherwise by the MDOT PM. FCP operators will report abnormal road surface conditions to the Transportation Operations Center.

Equipment

The Consultant shall submit an Equipment Plan for MDOT review and approval within 30 days of the start of the contract. The Consultant shall update the Equipment Plan and MDOT will review on a quarterly basis thereafter. The plan will cover all aspects of vehicles and equipment provided by the Consultant. The Equipment Plan should include, but not be limited to, the following topics:

- Make and model of vehicles
- Vehicle maintenance schedule
- Vehicle replacement schedule
- Vehicle cleaning
- Vehicle communications
- Accident procedures
- Fueling
- Equipment list
- Inventory management
- Equipment replacement
- Consumable restocking
- Mobile data terminal / computer (to be provided by MDOT if deemed necessary)

The Consultant shall provide and ensure proper maintenance of all FCP Vehicles during this contract.

The vehicles shall be designed and properly outfitted to carry the necessary equipment and safely carry out the responsibilities of an FCP operator. Consultant shall provide an AVL system. In addition to the vehicles, the Consultant shall furnish all equipment and consumable items (fuel, flares, water, etc.) necessary to support the FCP service.

Prior to the initial patrol, the Consultant, MDOT PM will inspect each patrol vehicle and its associated equipment, accessories, and parts to ensure they meet all specifications and requirements contained herein. The Consultant will perform similar inspections throughout the term of this contract. MDOT may inspect the Consultant's vehicles at any time and may place these vehicles out of service for failure to meet the requirements of this contract. Any deficiencies noted during these inspections will be corrected prior to the deficient vehicle being used.

Consultant shall carry Michigan No-Fault automobile insurance on all vehicles in the fleet, each with per injury and per occurrence liability limits of at least \$5,000,000, and naming MDOT as an additional insured, solely with respect to operation of the vehicles. Insurance, including coverage for theft of damage to the vehicles may be provided through an insurance company that is affiliated with the Consultant. During the term of the contract, Consultant shall be solely responsible for replacement costs, deductibles and ensuring there are no gaps in coverage. Self insurance will not be permitted. Proof of insurance shall be submitted on a yearly basis.

All vehicles shall be customized to include AVL devices, safety lights, reflective markings, external work lights, arrow board (mounted above the cab and pivot in place as needed), and push bumpers. All warning devices and vehicle markings must be in compliance with the Michigan Manual of Uniform Traffic Control Devices (MMUTCD). The arrow board should at no time obstruct the view of any other warning devices on the vehicle. All vehicles shall have adequate passenger seating to safely and legally transport a minimum of two (2) people. All vehicle markings must be approved by the MDOT Project Manager.

All vehicles shall be equipped with tools necessary to provide the FCP services. The minimum tools and supplies required in each vehicle are:

- Floor jack and four way lug wrenches
- Air compressor
- Pneumatic drill
- Battery charger and jumper cables
- Wrenches, screwdrivers, hammers, gauges, flashlights
- Fuel transfer pump or safety gas can type 2
- Broom, shovel, oil absorbent material, trash receptacle
- Fuel, water and antifreeze, an assortment of fuses
- Traffic cones (minimum of 10, 28" high with reflective bands, in compliance with Part 6 of the MMUTCD),
- Flares
- Portable water and blankets
- Two (2) fire extinguishers
- Tire repair kit
- Hub lock kit
- A roof mounted light bar utilizing white and amber colors
- First aid kit (standard OSHA with CPR)
- Backup warning alarm
- A means of taking digital photographs for documenting incidents and scenes
- 800 MHz radio (provided by MDOT and installed and mounted by consultant)
- Arrow board (provided by MDOT, and installed by consultant)

Consultant shall properly maintain all vehicles in the fleet in order to ensure safety and readiness. Consultant shall maintain communications systems, including the AVL system, to ensure reliable communication with SEMTOC/STOC. Consultant shall ensure vehicles are kept clean inside and out.

The FCP Vehicles will have the appropriate conspicuity marking. The conspicuity marking consists of a single 2 inch wide, red/white strip of reflective tape applied so as to cause the limits of the FCP vehicle from any angle to be visible at night when illuminated by oncoming traffic. The tape should be applied at a minimum height of 4 feet, but may vary according to vehicle body configuration. On the rear of the vehicle the tape will be applied to the upper portion of the bumper. Gaps in the tape where members protrude or the configuration does not lend itself to tape application will be normal.

All FCP Vehicles also shall have striping on their rear-facing vertical surfaces in accordance with NFPA 1901(Standard for Automotive Fire Apparatus) Sections 15.9.3.2 through (and including) section 15.9.3.3.3 (Reflective Requirements for Rear of Vehicle).

THESE VEHICLES ARE TO BE USED TO PROVIDE THE SERVICES CONTAINED HEREIN, AND ARE RESTRICTED FOR DEPARTMENT OFFICIAL USE ONLY. THEY ARE NOT TO BE USED FOR PERSONAL OR OTHER BUSINESS OF THE

CONSULTANT OR OTHERS. COVERING DEPARTMENT IDENTIFICATION MARKING SHALL BE PROHIBITED.

Communications Equipment Requirements

- MDOT will provide the Consultant with an in-the-vehicle 800 MHz radio system. The Consultant shall properly maintain the radios and ensure they are in good working order at all times, The radios remain the property of MDOT and will be returned at the end of the contract.
- Cellular/two-way communication equipment must be provided for all FCP drivers. The equipment shall also provide a means for one-way text messaging or paging.
- The Consultant shall be responsible for all communications costs throughout the term of this contract including monthly and usage fees.

Base of Operations

The Consultant shall provide the necessary base(s) from which the FCP program will park the FCP vehicles when not in use.

J. Sponsorship Partnering

To lower the cost of operating the FCP the program, the Consultant shall seek out potential FCP Sponsoring companies or agencies. A single Sponsor may be chosen and shall have the exclusive rights and benefits of including the Sponsor’s name and logo on the FCP vehicles and comment cards during the period of the contract. The Sponsor shall be a company or agency who shares MDOT’s commitment to roadway safety. MDOT reserves the right to approve the Sponsor and all promotional advertising by the Sponsor must be approved by the MDOT Project Manager prior to its implementation and use.

The Sponsor may provide vehicles to the Consultant for the exclusive use of the FCP Program. The Sponsor shall not be a subsidiary of the Consultant or an affiliated company of the Consultant. Employees of the Consultant shall not also be employed by the Sponsor.

The Consultant’s proposal and bid shall include a completed table of potential Sponsors and the overall cost savings realized by partnering with each potential Sponsor. The table shall include contact information for cost verification by MDOT. Below is a sample table for reference. The funds generated by the Sponsorship shall be paid directly to the Consultant by the Sponsor. The Consultant shall provide the MDOT Project Manager a copy of any agreements or contracts between the Consultant and the Sponsor within 30 days of the execution date.

Contractor's Preference #	Potential Sponsor	Contact Information	Sponsor Will Provide	Dollar Value / Cost Saving
A				
B				
C				
...				

The bid sheet shall reflect the cost of operating the Freeway Courtesy Patrol Program independent of any private sponsorship saving and with the reductions for each potential Sponsorship, up to three (3). MDOT reserved the right to accept any bids, with or without a single Sponsor. In the event that the Sponsor partnership ends during life of this contract, the accepted bid price shall not be adjusted, however, the Consultant may request in writing that another Sponsor be approved by the MDOT Project Manager.

Vehicle Decal:

In the event that a suitable Sponsor is approved by MDOT, the Consultant/Sponsor shall submit a design of the Sponsor's name and logo for approval to the Project Manager prior to installation on any FCP vehicle and with two (2) weeks of the award of the contract. The graphic shall be located on the exterior of sides and rear of the vehicles only and cover no more than 50% of the total available surface area. The Sponsor marking and trademark placement shall be designed in such a manner that the public clearly understands the program is a partnership between MDOT and the Sponsor. The exterior of the driver and passenger doors will be reserved for the MDOT name and logo only. The Sponsor/Consultant shall not include any contact information on the vehicles, including phone numbers, addresses, websites or email addresses. It is up to the Sponsor/Consultant to make arrangements for the installation of the graphics onto the vehicles in such a manner as to insure there is no disruption of service to the FCP. The cost for purchasing, placing, replacing, maintaining, repairing, adding, removing or relocating the Sponsor's logo/name is the sole responsibility of the Sponsor/Consultant.

Comment cards:

In the event that a suitable Sponsor is approved by MDOT, the Sponsor/Consultant shall have the rights and benefits of including the Sponsor's name, brand, logo and request for follow up on the comment cards provided to all motorists receiving assistance from the FCP drivers. The Sponsor/Consultant shall provide the initial Comment Cards and any modifications to the MDOT Project Manager for written approval prior to the distribution and use of the cards. The Sponsor/Consultant, with the full cooperation and assistance from MDOT, shall prepare monthly reports with a motorist comment log including the comments received thru the comments cards. The comment log shall be provided to the MDOT Project Manager within two (2) weeks of the last day of the prior month during the entire period of the contract. All costs associated with the creation, printing, distributing and cataloguing the cards shall be the sole responsibility of the Sponsor.

Uniforms:

In the event that a suitable Sponsor is approved by MDOT, the Sponsor/Consultant's sole expense, the Sponsor shall have the right and benefits to incorporate the Sponsor's logo on the FCP driver's shirts and jackets. The Sponsor is limited to a simple "rocker" panel (approximately three (3) inches in length). The Sponsor/Consultant shall coordinate the implementation of the logo installation with minimal impact the FCP staff.

Inspections:

MDOT may inspect the uniforms and vehicle markings at any time during the hours of operations to confirm the proper adherence to the requirements contained herein. If at the time of inspection, it is determined that the Sponsor/Consultant does not meet the requirements contained herein, a written notice of deficiency will be provided to the respondent by MDOT. The MDOT Project Manager reserves the right to immediately suspend the Sponsor's/Consultant's activities and immediately remove, modify or cover the Sponsor's vehicles markings if the requirements are not met.

Roadway Signs:

Roadway signs with the Sponsor's/Consultant's name and or/logo shall not allowed along any MDOT roadway during the period of this contract.

SCORING (130 Points)

Proposed Selection Criteria and Total Possible Points

Understanding of Service – 30 Points

Describe your understanding of the service to be provided.

Qualifications of Team – 40 Points

Describe your team and the roles of key personnel. Provide resumes for key personnel.

Past Performance – 20 Points

Provide references and examples of similar work performed for other agencies.

Price – 35 Points

CSRT approved formula: Low Bid/Bid * points assigned

Completed bid sheet required.

Location – 5 Points

Indicate distance from the site to the location of the office(s).

CONSULTANT PAYMENT:

The completed work as described in the Work Statement will be paid for at the contract unit price for the pay item FCP Services, 1 Month. The pay item FCP Services, 1 Month includes all costs for materials, labor and equipment to:

1. Provide all FCP services as described above.
2. Provide qualified FCP operators, all supervision and management necessary to meet the

requirements described above.

3. Provide, customize, maintain and operate FCP vehicles as described above.
4. Provide all project management activities described above.
5. Coordinate all Sponsorship activities.

“FCP Services, 1 Month” shall be measured as a unit and shall be paid for at the contract unit price.

There will be no incentive payments in year 1 of the contract. The MDOT Project Manager may add the following incentive in years 2 & 3 of the contract:

- A. Complaint per Month Average \leq 1 Monthly Incentive Adjustment +1%

Payment of this item shall be payment in full for all costs associated with providing FCP operations services described in this Work Statement. **Note that the bid sheet total does not include the performance measure incentives.**

The bid sheet shall reflect the cost of operating the Freeway Courtesy Patrol Program independent of any private sponsorship saving and with the reductions for each potential Sponsorship, up to three (3). MDOT reserved the right to accept any bids, with or without a single Sponsor. In the event that the Sponsor partnership ends during life of this contract, the accepted bid price shall not be adjusted, however, the Consultant may request in writing that another Sponsor be approved by the MDOT Project Manager.

BID SHEET

Note that the bid sheet total does not include any performance measure incentives. There will be no incentives in the first year of the contract. There may be an incentive for years 2 & 3 at the discretion of the MDOT Project Manager

MDOT FREEWAY COURTESY PATROL SERVICES

PAY ITEMS

All entries on this page must be handwritten in ink or computer generated

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services, 1 Month	36	

Total Bid without Sponsorship: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor A, 1 Month	36	

Total Bid including credit for Sponsor A: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor B, 1 Month	36	

Total Bid including credit for Sponsor B: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor C, 1 Month	36	

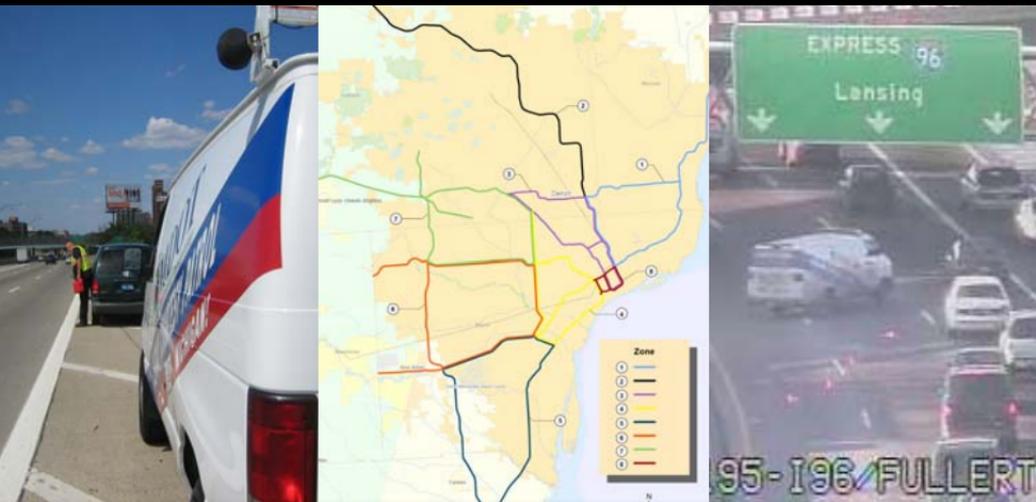
Total Bid including credit for Sponsor C: _____

Consultant Name:	
Consultant Address:	
Date:	

The Michigan Department of Transportation reserves the right to reject any or all bids.

Check "UNIT PRICE" column for omissions before entering bid total.

Freeway Courtesy Patrol Operating Guidelines



Third Edition
January 2009

TABLE OF CONTENTS

PURPOSE ii

NORMAL OPERATING GUIDELINES 1

 Patrol 1

 800 MHz radio 2

INCIDENT APPROACH GUIDELINES..... 3

 All Incidents 3

 Emergency Situations..... 3

 Parking Patrol Vehicles at an Incident Scene..... 4

 Emergency Traffic Control..... 5

INCIDENT DEPARTURE GUIDELINES..... 7

 All Incidents 7

INCIDENT RESPONSE GUIDELINES 8

 All Incidents 8

 Prohibited Actions..... 8

 Occupied Disabled Vehicles Blocking a Shoulder 9

 Occupied Disabled Vehicles Blocking a Travel Lane 10

 Towing or Extricating Occupied Vehicles 11

 Motorist Transports or Escorts..... 12

 Unoccupied Vehicles 13

 Crashes 14

 Debris Incidents 16

 Medical Emergencies 17

 Pedestrians..... 18

 Animals..... 18

GLOSSARY 19



PURPOSE

This document provides guidelines for Freeway Courtesy Patrol (FCP) operations and their response to incidents.

The FCP is part of a comprehensive incident management initiative to improve safety and reduce delay caused by non-recurring congestion and enhance operations of the freeway system. The Michigan Department of Transportation (MDOT) administers the FCP program from the Michigan Intelligent Transportation Systems (MITS) Center.

FCP operations support all phases of incident management, including detection, verification, response, and removal. Its mission involves: (1) optimizing freeway operations, through the rapid response and clearance of minor incidents, (2) prioritizing scene safety by protecting incident victims, FCP operators, and other emergency responders, and (3) assisting in major incidents as directed by emergency service personnel.



NORMAL OPERATING GUIDELINES

Patrol

The following guidelines apply to FCP patrol activities:

- Wear personal protective equipment, as required by the FCP Contractor's company policy, when on duty.
- Wear an MDOT-approved safety vest whenever outside the FCP unit while on patrol.
- Use occupant restraints at all times while operating, or seated in, a patrol vehicle.
- Obey all traffic laws, including the speed limit and use of emergency lights.
- Drive defensively and responsibly.
- If a motorist-present incident is detected while en-route to a dispatched incident and no other emergency responder appears present on-scene, then: (1) stop at the vehicle and (2) call Freeway Operations immediately to advise of the situation. If necessary, Freeway Operations will arrange for a different FCP unit to respond to the original dispatched assist.
- Use interchanges to change travel direction. Authorized vehicle crossovers may be used with caution only if: (1) permitted under the FCP Contractor's company policy, and (2) if needed to expedite arrival to an incident.
- Use of warning lights while en-route to a call is prohibited. Amber and wig-wag warning lights may only be used under the following circumstances:
 - Proceeding cautiously through slowed or stopped traffic while at an incident scene.
 - Parked at an incident scene.
 - Merging on and off freeway shoulders.
- Red warning lights shall only be used when stationary at an incident scene.
- Use of a siren at any time is prohibited.
- When completing paperwork, the FCP unit should normally be parked off the main freeway right-of-way and in a safe and legal location.

- Contact Freeway Operations to report all of the following:
 - The beginning and end of patrol, and all break periods.
 - Malfunctioning of the vehicle which will prevent completion of the patrol.
 - Incident response preliminary reports, updates, and resolutions, e.g., abandoned vehicles, tire changes, traffic management, towing, motorist transports, etc.
 - Requests for medical response units.
 - Unusual non-recurring traffic congestion
 - Potholes constituting a hazard to passing traffic.
 - Extreme weather.
 - Work zone concerns (i.e. new construction, barrel placement issues, and debris).
 - Moving work crews.
 - Recommended updates to CMS messaging.
 - Failed or partially failed CMS.

800 MHz Radio

- Starting communication
 - Hit the push to talk radio button; wait for the chirp.
 - Announce your unit number to base.
 - Wait for the dispatcher to respond.
 - Repeat if necessary.
- Announce your location using the following guidelines. Be clear, concise, and courteous.
 - **Direction**
 - **Freeway**
 - **Cross street or Mile Marker**
 - **Lanes or shoulder affected**
 - **Type of incident if known**
- Announce the license plate, when the dispatcher is ready to copy, using the phonetic alphabet.
- Clear the scene after the run is complete and advise what assistance was provided.

INCIDENT APPROACH GUIDELINES

All Incidents

FCP operators shall reference the following guidelines when approaching the scene of all incidents:

Step	Guideline
1	Call Freeway Operations and advise that an FCP operator has arrived on scene.
2	If the scene is safe, then approach and park the FCP vehicle in the recommended positioning with warning lights on.
3	If the scene is a vehicle assist, advise Freeway Operations of the registration plate number on the stopped vehicle.
4	Record preliminary incident data on the FCP Call Card.

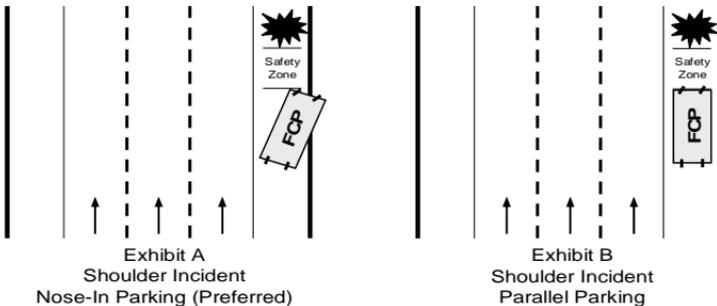
Emergency Situations

- If the situation threatens your personal safety, immediately contact Freeway Operations and state the emergency code (provided during operator training and safety meetings) to request additional assistance without alerting the motorist.

Parking Patrol Vehicles at an Incident Scene

The following guidelines are provided to FCP drivers for parking patrol vehicles at an incident scene:

- Park patrol vehicle on the same side (e.g., right shoulder vs. median) of the freeway and in the same direction of travel as the incident.
- Position the patrol vehicle behind the incident scene to perform an initial situation assessment while taking into consideration: (1) FCP operator safety, (2) visibility to oncoming traffic and consideration of sight distance restrictions, e.g. freeway curves and overpasses, and (3) allowing sufficient vehicle access by public safety units to the incident scene.
- If arriving first on-scene:
 - Position the patrol vehicle on the appropriate shoulder to the rear of the incident scene, and with the vehicle's nose pointed away from adjacent traffic flow, as shown in Exhibit A.
 - If a lateral barrier prevents parking the patrol vehicle on an angle, then position the patrol vehicle behind the incident scene and parallel to the freeway edge line, as shown in Exhibit B.
 - Turn the front tires of the patrol vehicle away from adjacent traffic flow when parked.
 - Block a right or left travel lane(s) only if a disabled/wrecked vehicle is blocking a lane or it is necessary for safety. Deploy merging tapers and call Freeway Operations to obtain assistance from either another FCP unit or police. Do not use the patrol vehicle to block a lane unless necessary.
 - Do not block only a center lane. Deploy merging tapers and call Freeway Operations to obtain assistance from either another FCP unit or police.



Emergency Traffic Control

The following guidelines provide direction for initiating temporary traffic control in the vicinity of an incident scene:

- Use extreme caution when deploying traffic control devices (i.e., traffic cones or flares) given no physical barrier exists to protect you from oncoming/passing traffic.
- Coordinate traffic control activities with the police officer in-charge of the incident scene.
- Use flares at night or during low-visibility weather conditions.
- If the incident blocks a shoulder, then:
 - Initiate emergency traffic control as described below for:
 - (1) assists of extended duration (typically > 10 minutes),
 - (2) sight distance restrictions (e.g., horizontal curves, vertical curves, and freeway overpasses) to oncoming traffic, and
 - (3) assists in close proximity to adjacent traffic flow.
 - Deploy a shoulder taper, beginning immediately behind the patrol vehicle and extending toward the direction of oncoming traffic. (Exhibit C)

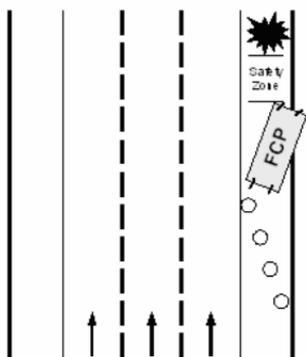


Exhibit C
Shoulder Taper

- If the incident blocks a travel lane(s), then:
 - Ask the driver to move to the shoulder if their vehicle is drivable.
 - If the vehicle is not able to move or the driver is unwilling, deploy a merging taper, beginning immediately behind the patrol vehicle and extending toward the direction of oncoming traffic. (Exhibits D and E)

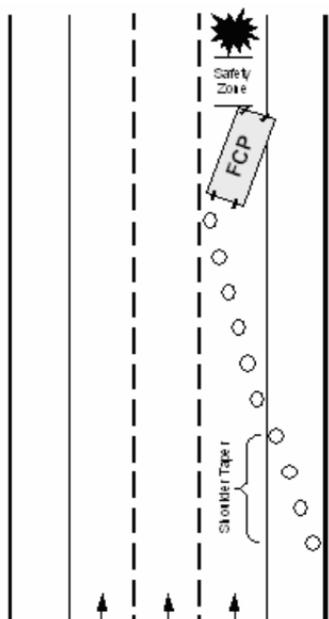


Exhibit D
Shoulder Lane
Merging Taper

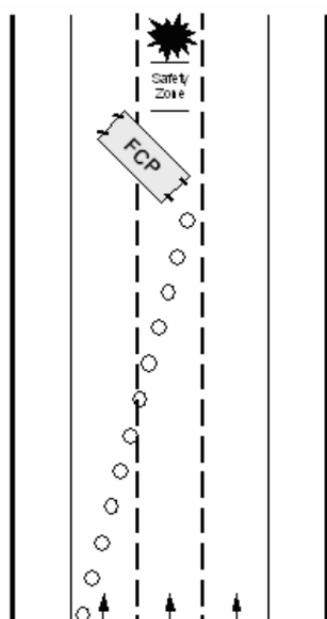


Exhibit E
Center Lane, Two-Lane
Merging Taper

INCIDENT DEPARTURE GUIDELINES

All Incidents

FCP operators should reference the following guidelines when departing the scene of all incidents:

Step	Guideline
1	Support the assisted motorist in merging with traffic whenever possible. Red warning lights shall be deactivated prior to moving the FCP unit. Deactivate the amber and wig-wag warning lights after executing the merging maneuver.
2	If the patrol vehicle is parked in a hazardous location, then relocate the patrol vehicle to a safe area off the freeway mainline (e.g., to a freeway ramp shoulder) before completing necessary paperwork. If parked on a freeway shoulder, then: (1) position the patrol vehicle as far a lateral distance away from adjacent travel lanes as possible, (2) facilitate good visibility of patrol vehicle to oncoming traffic, taking into consideration sight distance restrictions (e.g., horizontal curves, vertical curves, and freeway overpasses).
3	Call Freeway Operations and advise that the scene is clear.



INCIDENT RESPONSE GUIDELINES

All Incidents

- Ensure that the performance of any response activities will not compromise the safety of the FCP driver or that of either the incident victim(s) or other emergency responders.
- Treat assisted motorists with respect and avoid laying blame.
- Remain calm, professional, and courteous when performing every assist.
- Provide the motorist with an FCP contact card upon making initial contact.
- Provide motorist with a FCP motorist comment sheet prior to leaving the scene.

Prohibited Actions

FCP operators are prohibited from performing any of the following actions:

- Initiating an FCP tow for any vehicle involved in a crash, unless a police agency requests FCP to move the wrecked vehicle.
- Pushing any disabled or wrecked vehicle, by use of the FCP unit, regardless of its location.
- Referring motorists to towing companies for the purpose of financial gain.
- Recommending any repair facility for the purpose of financial gain.
- Accepting any money or other form of gratuity for services performed.



Occupied Disabled Vehicles Blocking a *Shoulder*

The following guidelines are provided when encountering an occupied, disabled vehicle blocking a *shoulder*.

Step	Guideline
1	Using caution, approach the disabled vehicle; identify yourself as representing the Freeway Courtesy Patrol.
2	Determine the nature of the problem.
3	Determine if the motorist has already contacted a roadside service.
4	Describe the FCP services available to the motorist. If the motorist subsequently requests FCP assistance, tell him or her that it is their responsibility to cancel the pending roadside service call. Once the motorist has cancelled the call, proceed to perform the assist.
5	Initiate emergency traffic control as necessary.
6	Remain on-scene until: (1) the service vehicle arrives, or (2) 15 minutes has elapsed <u>and</u> the motorist does not request further assistance, including a stand-by.
7	Advise the motorist that you will be leaving the scene and contact Freeway Operations to update the status of the situation.
8	If the motorist remains on-scene, monitor the incident location on successive patrol rotations.



Occupied Disabled Vehicles Blocking a *Travel Lane*

The following guidelines are provided for encounters with an occupied, disabled vehicle blocking a *travel lane*:

Step	Guideline
1	Using caution, approach the disabled vehicle; identify yourself as representing the Freeway Courtesy Patrol.
2	Determine the nature of the problem.
3	Determine whether the disabled vehicle can be safely driven to the nearest shoulder (preferably the right shoulder).
If the disabled vehicle <u>can be relocated</u> to the shoulder and the motorist is willing and able to drive the vehicle to the shoulder:	
4	Instruct the driver to proceed with driving the disabled vehicle to the nearest shoulder. Protect the vehicle from passing traffic by maneuvering the FCP vehicle behind the disabled vehicle and safely initiating all necessary lane changes.
5	Follow the guidelines for Occupied Disabled Vehicles Blocking a <i>Shoulder</i> .
If the disabled vehicle <u>cannot be relocated</u> to the shoulder or the motorist is <u>unwilling</u> to drive the vehicle to the shoulder:	
6	Immediately notify Freeway Operations of the situation and location to request assistance.
7	Position the FCP vehicle to protect the incident scene and vehicle occupants.
8	Initiate emergency traffic control as necessary.
9	Remain on-scene until additional responders arrive.
10	When additional help arrives, assist as requested.

Towing or Extricating Occupied Vehicles

The following guidelines are provided when encountering an occupied vehicle that requires towing or extricating:

Step	Guideline
1	If the situation warrants an extrication service only, discuss towing options with the motorist, including a five-mile free tow. Allow the motorist to make all decisions.
2	If the five-mile free tow is not an option, the FCP operator's company will be contacted to arrange for a tow.
3	Notify Freeway Operations to request a tow from the MSP tow list. that a tow will be performed.
4	Remain on-scene until: (1) the service vehicle arrives, or (2) 15 minutes has elapsed <u>and</u> the motorist does not request further assistance, including a stand-by.
5	Advise the motorist that you will be leaving the scene and contact Freeway Operations to update the status of the situation.
6	If the motorist remains on-scene, monitor the incident location on successive patrol rotations.

Motorist Transports or Escorts

The following guidelines are provided for transporting or escorting motorists from the scene of an assist:

- Do not transport or escort motorists that appear to be under the influence of a substance such as alcohol or drugs, even if requested to do so by a law enforcement officer at the scene.
- Do not transport or escort motorists who appear to be mentally unstable.
- Do not transport or escort motorists who either advise they are experiencing a medical problem, or have an observable medical issue. Contact Freeway Operations to dispatch an EMT unit to the scene, whether the motorist agrees to such assistance, or not. Remain at the scene until either the medical unit arrives, or the motorist leaves the scene at their own discretion.
- If the motorist makes an unusual request or requests a transport or escort to a location beyond five miles, then the FCP driver should contact his or her supervisor before taking any action.
- Notify Freeway Operations before and after transporting all motorists to record starting and ending mileage of the FCP patrol vehicle.
- Do not transport more passengers than seat belts are available in the FCP unit. Child safety seats from the motorist's vehicle should be transferred to the FCP vehicle for transport.
- Contact Freeway Operations for any assistance or if additional units are needed for transport.

Unoccupied Vehicles

The following guidelines are provided when encountering an unoccupied vehicle:

Step	Guideline
1	If no visible or clear marking exists on the vehicle indicating a previous FCP stop, then stop at the vehicle and follow steps 2 through 6 below.
2	Use caution when approaching the vehicle. View the passenger compartment of the vehicle and ensure that the vehicle is not occupied by someone in distress.
3	Examine the rest of the vehicle to make sure the unoccupied vehicle and its surroundings are safe. Contact Freeway Operations to report observed hazards attributed to vehicle position, such as: (1) located under an overpass, (2) positioned too close to adjacent travel lane, or (3) located in a freeway gore area.
4	Complete the incident Call Card and record pertinent information on the unoccupied vehicle, including vehicle damage and/or valuable items readily visible within the passenger compartment. Do not enter any vehicle when noting any valuable items.
5	Using a wax crayon, mark the left rear window with: (1) "FCP", (2) unit number, and (3) date and time the car was found.
6	Monitor the incident location on successive patrol rotations in the event that: (1) the location of the unoccupied vehicle creates a perceived hazard to adjacent, passing traffic, (2) the vehicle driver returns to the scene, or (3) the vehicle remains parked for an uncommonly long duration.

Crashes

The following guidelines are provided when encountering a crash:

Step	Guideline
If a police officer or other emergency personnel are not yet at the scene when the FCP operator arrives:	
1	Position the FCP vehicle to protect the crash scene and vehicle occupants.
2	Use caution when approaching the vehicle(s). Determine if any injuries have occurred. If the injuries require medical attention, notify Freeway Operations.
3	If a damaged vehicle(s) blocks all or part of a travel lane(s), remind the motorist(s) of the safety tip, "move vehicles from the travel lanes unless injuries or damage prevent moving a vehicle," printed on the back of the FCP contact card.
4	As soon as practical, initiate emergency traffic control.
5	Notify Freeway Operations of any situation changes, such as an injured person's condition worsening or when the medical or police responder(s) arrive.
6	If any vehicles attempt to leave the scene prior to police arrival, make no attempt to stop the motorist. Instead, write down the vehicle description, license plate number, motorist description, number of vehicle occupants, and direction of travel. Notify Freeway Operations of this situation change. Provide all information collected to police officers once the crash scene has stabilized.
7	Coordinate all necessary response activities with the first-responding police officer, and follow steps 9 through 11 below.
If police officer or other emergency personnel are at the scene:	
8	Upon arrival, the FCP operator will check-in with the officer in-charge of the scene and coordinate all necessary response activities with the officer.

9	Contact Freeway Operations and update the situation status.
10	If it appears that FCP services are no longer required at the scene, check-in with the officer in-charge of the scene to confirm you can clear the scene.
11	Contact Freeway Operations and update the situation status, depart scene.

Debris Incidents

The following guidelines are provided when encountering debris:

Step	Guideline
1	Assess the scene and evaluate the following incident characteristics in order to determine the need for assistance: (1) debris type, size, and location, (2) sight distance restrictions (e.g., horizontal curves, vertical curves, and freeway overpasses) to oncoming traffic, and (3) traffic conditions.
2	Contact Freeway Operations and describe the situation status.
If the debris can be safely removed without assistance:	
3	Initiate emergency traffic control if necessary.
4	When traffic clears and the scene is safe, move the debris to the roadside. Use extreme caution when traversing the path of oncoming traffic.
If removal of the debris requires assistance:	
5	Call Freeway Operations for assistance.
6	Initiate emergency traffic control.
7	Remain at the scene until the debris is removed.



Medical Emergencies

The following guidelines are provided when encountering Medical Emergencies while on patrol.

Step	Guideline
1	If possible, determine the nature of the problem involving the injured or ill person. Immediately contact Freeway Operations with this information and request medical assistance even if the ill or injured person does not request such assistance.
2	Assure the injured or ill person that medical assistance has been summoned. Remain with the injured or ill person until medical assistance arrives, or until they leave the scene at their own discretion.
3	Communicate any pertinent information provided by the injured or ill person to paramedics upon their arrival on-scene.
4	As soon as practical, initiate emergency traffic control.



Pedestrian Incidents

The following guidelines are provided when encountering a pedestrian:

Step	Guideline
1	Park the patrol vehicle on the shoulder and provide good visibility to oncoming traffic.
2	Assess the scene and identify any problem. If possible, communicate with the pedestrian from inside the patrol vehicle. Immediately contact Freeway Operations with situation details.
3	Transport pedestrians <u>only</u> in situations where a disabled vehicle is visible or known.

Animals

The following guidelines are provided when encountering stray animals:

Step	Guideline
1	Park the patrol vehicle on the shoulder and provide good visibility to oncoming traffic. Do not attempt to corral the animal. Request that Freeway Ops contact the appropriate agency.
2	Do not transport any stray animals nor remove deceased animals. Request that Freeway Ops contact the appropriate road agency.

Crash

An incident involving one or more vehicles and caused by a collision between vehicles or between a vehicle and a fixed-object, which results in physical damage to a vehicle(s) and/or injuries to the vehicle occupant(s).

Debris

An incident caused by any spilled substance or object(s) that obstruct or otherwise create a hazard to the normal flow of traffic.

Disabled Vehicle

An incident caused by some mechanical or structural problem to a vehicle, which renders the vehicle incapable of being safely driven from its current location.

Downstream

Toward the direction facing departing traffic

Edge line

As applied to freeways, a pavement marking consisting of a solid white line that represents the boundary between the rightmost travel lane and the right shoulder and a solid yellow line that represents the boundary between the leftmost travel lane and the median shoulder.

Extrication

Pulling an immobilized vehicle, by a tow service, onto the shoulder in order for the motorist to move away from the scene, provided the vehicle has no apparent physical damage and none of its occupants sustained injuries.

Gore

Triangle or pie shaped area between the freeway through lanes and the entrance or exit ramp.

Incident

Any non-recurring, random event, such as a crash, disabled vehicle, or debris, that obstructs or otherwise creates a hazard to the normal flow of traffic.

Lateral

The direction perpendicular to adjacent traffic flow.



Mainline

The through, traveled portion of the roadway, excluding entrance ramps and exit ramps.

Merging Taper

Deployment of a series of traffic control devices across a blocked travel lane to provide advance warning to oncoming traffic of the need to merge.

Motorist Escort

Act of driving behind an assisted motorist, because of a potential vehicle breakdown, to a safe location.

Motorist Transport

Act of driving a stranded motorist to a safe location.

Shoulder

The non-traveled, paved portion of roadway adjacent to the travel lanes, marked by an edge line, that may accommodate disabled or damaged vehicles making an emergency stop.

Shoulder Taper

Deployment of a series of traffic control devices across a blocked shoulder to provide advance warning to oncoming traffic of the presence of a potential safety hazard to normal traffic flow.

Sight Distance Restriction

Any restriction on the distance a driver can see when looking upstream or downstream caused by horizontal and vertical curves in the roadway in addition to overpasses that block natural light from illuminating potential roadway hazards.

Traffic Control Device

A traffic cone, flare, or other officially approved and driver-recognized warning device used to delineate and channelize traffic away from an adjacent obstruction or hazard area.

Upstream

Toward the direction facing oncoming traffic.



