

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

	REQUISITION NUMBER	DUE DATE	TIME DUE
MDOT PROJECT MANAGER	JOB NUMBER (JN)	CONTROL SECTION (CS)	

DESCRIPTION

MDOT PROJECT MANAGER: Check all items to be included in RFP			CONSULTANT: Provide only checked items below in proposal
WHITE = REQUIRED ** = OPTIONAL Check the appropriate Tier in the box below			
<input type="checkbox"/> TIER I (\$50,000 - \$150,000)	<input type="checkbox"/> TIER II (\$150,000-\$1,000,000)	<input type="checkbox"/> TIER III (>\$1,000,000)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<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"/>	<b>Location:</b> The percentage of work performed in Michigan will be used for all selections unless the project is for on-site 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)	7 pages (MDOT Forms not counted)	14 pages (MDOT forms not counted)	Total maximum pages for RFP <b>not including key personnel resumes.</b> Resumes limited to 2 pages per key staff personnel.

**PROPOSAL AND BID SHEET EMAIL ADDRESS – [mdot-rfp-response@michigan.gov](mailto: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 for all firms performing non-prequalified services on this project.)

**(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) **AA**

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## RFP SPECIFIC INFORMATION

ENGINEERING SERVICES                       BUREAU OF TRANSPORTATION PLANNING                       OTHER

THE SERVICE WAS POSTED ON THE ANTICIPATED QUARTERLY REQUESTS FOR PROPOSALS  
 NO                       YES                      DATED \_\_\_\_\_ THROUGH \_\_\_\_\_

<input type="checkbox"/> <b>Prequalified Services</b> – See the attached Scope of Services for required Prequalification Classifications.	<input type="checkbox"/> <b>Non-Prequalified Services</b> – If selected, the vendor must make sure that current financial information, including labor rates, overhead computations, and financial statements, 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. <b>Form 5100J is required with proposal for all firms performing non-prequalified services on this project.</b>
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**Qualification Based Selection** - Use Consultant/Vendor Selection Guidelines.

**For all Qualifications Based Selections**, the selection team will review the information submitted and will select the firm considered most qualified to perform the services based on the proposals. The selected 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 Based Selection / 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.

**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.)

## BID SHEET INSTRUCTIONS

Bid Sheet(s) are located at the end of the Scope of Services. Submit bid sheet(s) with the proposal, to the email address: [mdot-rfp-response@michigan.gov](mailto:mdot-rfp-response@michigan.gov). Failure to comply with this procedure may result in your bid being rejected from consideration.

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## PARTNERSHIP CHARTER AGREEMENT

MDOT and ACEC created a Partnership Charter Agreement which establishes guidelines to assist MDOT and Consultants in successful partnering. Both the Consultant and MDOT Project Manager are reminded to review the [ACEC-MDOT Partnership Charter Agreement](#) and are asked to follow all communications, issues resolution and other procedures and guidance’s contained therein.

**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](mailto: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**

**NOTIFICATION  
E-VERIFY REQUIREMENTS**

E-Verify is an Internet based system that allows an employer, using information reported on an employee's Form I-9, Employment Eligibility Verification, to determine the eligibility of that employee to work in the United States. There is no charge to employers to use E-Verify. The E-Verify system is operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration. E-Verify is available in Spanish.

The State of Michigan is requiring, under Public Act 200 of 2012, Section 381, that as a condition of each contract or subcontract for construction, maintenance, or engineering services that the pre-qualified contractor or subcontractor agree to use the E-Verify system to verify that all persons hired during the contract term by the contractor or subcontractor are legally present and authorized to work in the United States.

Information on registration for and use of the E-Verify program can be obtained via the Internet at the DHS Web site: <http://www.dhs.gov/E-Verify>.

The documentation supporting the usage of the E-Verify system must be maintained by each consultant and be made available to MDOT upon request.

It is the responsibility of the prime consultant to include the E-Verify requirement documented in this NOTIFICATION in all tiers of subcontracts.

9/13/12

**Michigan Department of Transportation**

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

Revised as of 3.31.14  
(Updated web link)

**CONTROL SECTION(S):** Various

**JOB NUMBER(S):** Various

**PROJECT LOCATION:** Throughout the Metro Region

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

The purpose of this request for proposal is to partner with the Michigan Department of Transportation (MDOT) in managing traffic in the Metro Region by operating the FCP in Southeast Michigan. 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/or 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

**ANTICIPATED SERVICE START DATE:** July 1, 2016

Services related to this project may begin upon Notice to Proceed, following award of contract, on or around July 1, 2016. Patrol must start on October 31, 2016. The cost of services performed prior to the patrol start date of October 31, 2016 shall be included in the pay item for "FCP Services, 1 Month." The pay item shall only apply to the period with active patrol, October 31, 2016 through October 31, 2019.

**ANTICIPATED SERVICE COMPLETION DATE:** October 31, 2019

This is a 3 year contract with an option for two (2) one-year extensions. Extensions shall be granted at the sole discretion of MDOT.

**PRIMARY PREQUALIFICATION CLASSIFICATION(S):** None

**SECONDARY PREQUALIFICATION CLASSIFICATION(S):** None

**DBE REQUIREMENT:** N/A

**MDOT PROJECT MANAGER:**

Sarah Gill  
Michigan Department of Transportation  
Southeast Michigan Transportation Operations Center  
1060 W. Fort St  
Detroit, MI 48226  
[gills@michigan.gov](mailto:gills@michigan.gov)  
(248) 867-6841

**REQUIRED MDOT GUIDELINES AND STANDARDS:**

The Consultant shall deliver services consistent with the FCP Operating Guidelines, included in Appendix A.

Work shall conform to current MDOT, FHWA, and AASHTO practices, guidelines, policies, and standards (i.e., Road Design Manual, Bridge Design Manual, Standard Plans, Drainage Manual, Roadside Design Guide, A Policy on Geometric Design of Highways and Streets, Michigan Manual of Uniform Traffic Control Devices, 2012 Standard Specifications for Construction, the Design Survey Manual, etc.). The Consultant must adhere to all applicable OSHA and MIOSHA safety standards, including the appropriate traffic signs for the activities and conditions for this job and adherence to the Personal Protective Equipment (PPE) standards.

**GENERAL INFORMATION:**

**ACRONYMS**

API	Application Program Interface
AVL	Automatic Vehicle Locater
CCTV	Closed Circuit Television
DBE	Disadvantaged Business Enterprise
DMS	Dynamic Message Sign
FCP	Freeway Courtesy Patrol
GIS	Geographic Information System
GPS	Global Positioning System
ICM	Integrated Corridor Management
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
SEMTOC	Southeast Michigan Transportation Operations Center
STOC	Statewide Transportation Operations Center
TOC	Transportation Operations Center

## **Freeway Courtesy Patrol (FCP) Overview**

The FCP program has been in operation since 1994. MDOT has historically contracted operation of the FCP in Southeast Michigan since 1999. In 2013, MDOT began contracted FCP services in the University Region, with coverage on select routes in Washtenaw and Livingston Counties. Services defined herein are for FCP in the Metro Region, covering Wayne, Oakland, Macomb Counties and a portion of Monroe County.

The FCP is part of a comprehensive traffic incident management program to improve operations of the freeway system by reducing delay caused by non-recurring traffic congestion. This is done by providing incident support services and services to motorists at no charge. The drivers shall not accept tips or other compensation from motorists. The FCP works directly with the SEMTOC control room staff by exchanging information and updates on incidents and lanes affected.

FCP patrols approximately 654 directional miles of the freeway including ramps as indicated on the map in Figure 1. This includes the following jurisdictions:

- I-275 from I-75 to I-696/I-96/M-5
- I-696 from I-275/M-5/I-96 to I-94
- I-75 from I-275 to Genesee County
- I-94 from Rawsonville to 26 Mile
- I-96 from Kent Lake to I-75/M-10
- M-5 from 13 Mile to 9 Mile
- M-8 from M-10 to Conant
- M-10 from Jefferson to I-696
- M-14 from Gotfredson to I-96/I-275
- M-39 from I-94 to M-10
- M-59 from M-1 BL to I-94

Approximately 25% of assists are dispatched by SEMTOC control room dispatchers. The dispatchers receive their information from partner agencies or by camera.

The Consultant shall safely provide consistent services that benefit both motorists requiring assistance and other motorists through improved freeway operations. Services provided by the FCP shall be in accordance with the current MDOT FCP Operating Guidelines included as Appendix A.

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.

~~Evaluations of the FCP program have been performed by the Southeast Michigan Council of Governments (SEMCOG). Historic reports documenting the results of the evaluations of operation are available for reference on the SEMCOG website at <http://library.semcog.org/web/publications.htm>. Note that definitions of a “stop” and an “assist” used in this Work Statement differ from the classification in the evaluation reports.~~

Monthly FCP data is also reported in the MDOT monthly performance measures and Annual Reports. They are available on the MDOT ITS Web site at [www.michigan.gov/its](http://www.michigan.gov/its); [ITS Traffic Centers; Transportation Operations Centers; Southeast Michigan Transportation Operations Center \(SEMTOC\)](#). Additional FCP information can be found at [http://www.michigan.gov/mdot/0,4616,7-151-9615\\_31161---,00.html](http://www.michigan.gov/mdot/0,4616,7-151-9615_31161---,00.html).

## **CONSULTANT RESPONSIBILITIES:**

### **A. Project Requirements**

The Consultant shall provide skilled and qualified operational personnel to support 24 hours a day, 7 days a week FCP program, including (but not limited to) providing the staffing, vehicles, training, equipment and operating procedures for the program.

### **B. Safety and Security**

1. FCP works in hazardous conditions, in the vicinity of 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. The Consultant shall perform background checks and drug/alcohol screening testing of all FCP drivers. Results of background checks and drug/alcohol tests listing driver name, number and pass/fail status, shall be provided to the MDOT Project Manager within 48 hours. The Consultant shall institute random drug/alcohol screening at a minimum rate of 33% of drivers annually. Summary results of random testing listing driver name, number and pass/fail status shall be provided to the MDOT Project Manager within 48 hours.
3. Traffic crashes involving FCP on duty drivers or FCP vehicles shall be reported to SEMTOC control room immediately. An investigation of each crash shall be performed by the Consultant, with results provided to the MDOT Project Manager within 48 hours of the crash.
4. 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. The proposal shall include the bidder's overall approach to managing consultant team staff under this project.
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 of the coverage area. This could include but not limited to driving the Integrated Corridor Management (ICM) routes to monitor operations or assisting with FCP in the University Region.

FCP services provided to motorists or occupied vehicles on an FCP assist include but not limited to the following: tire changes/repair, providing gasoline, minor mechanical repairs, stand-by for towing or other assistance, transportation to a safe location and cellular telephone assistance. Assists also include traffic control support at or in advance of an incident scene, clearing vehicles from travel lanes in accordance to operational guidelines and hold harmless legislation (at the direction of entities identified in section 5 of **618a. (1) of Public Act 10 of 2010 and Public Act 303 of 2014**), clearing debris that is obstructing a travel lane(s), and clear debris from catch basins. Each assist will be measured as a single assist per site, regardless of the number of vehicles or services involved.

3. FCP shall stop at all stalled/stopped vehicles on the freeway in accordance with the FCP Operating Guidelines. Unoccupied vehicles are defined as an FCP stop and shall only be documented and measured one time per vehicle.

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

- Patrol
  - FCP shall be on patrol 24 hours a day, 7 days a week,
    - With a minimum of three (3) drivers on weekends and holiday days as defined below
    - With a minimum of five (5) drivers during peak periods as defined below
    - Additional patrols shall be scheduled by the Consultant to most effectively meet the demand to achieve the performance targets in the contract
    - There shall be no driver breaks during peak periods
    - Drivers shall be on patrol within 15 minutes of scheduled start time
  - All FCP drivers on patrol shall be available for dispatch by MDOT Freeway Operations.
  - Consultant shall adjust routes to accommodate construction and impacted/detoured traffic.
  - Non-holiday weekday patrol shall include three (3) passes through each road segment shown in Figure 1, FCP Coverage Area, per calendar day at a minimum. One (1) pass during each peak period as defined below and one (1) additional pass through each road segment shown in Figure 1, FCP Coverage Area.
  - One (1) complete pass through each road segment per calendar day is required on weekend and holiday days.
- 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 key Consultant staff member, as identified in this proposal and as approved by the MDOT PM, shall be equipped with a working cellular telephone and shall keep that telephone on hand at all times while working on this project.

6. Each driver shall be equipped with a cellular telephone available to take, send, and receive images and keep on person at all times.

7. Each vehicle shall be equipped with Global Positioning System (GPS) / Automatic Vehicle Locator (AVL). The GPS software must be capable of setting geographic fences, running reports and log all GPS location and speed data. SEMTOC shall have access to all available GPS data. Each vehicle must share video from the dash board monitoring the assist in front. The Application Program Interface (API) must also be provided to share FCP location information with partners.

#### **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, driver absentee procedures, employee performance expectations, and acceptable employee conduct.

The Consultant shall maintain a schedule and provide it to the MDOT project manager weekly and update if it changes.

#### **E. Organization and Supervision**

1. The Consultant shall manage their personnel's planned leave, unexpected leave, training, etc. to meet the minimum patrol requirements.

2. The Consultant shall have a FCP shift supervisor for both day shift and afternoon shift at a minimum.

3. The Consultant may be required to provide additional drivers to handle additional demand during special situations that may result in significant impacts to traffic. Examples of special situations include, but not limited to the following: flooding, snow or ice storms, major special events (i.e. Detroit Fireworks, Dream Cruise, and Playoff Sports) 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 may require immediate response. Respondents should address this level of support within their proposals.

4. Good project management is vital to meet the evolving needs of traffic operations. Below are requirements for the Consultant 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 shall be on-call 24 hours/day. During times when the PM is unavailable, the Consultant shall provide an alternate point of contact. Any alternate contact shall have comparable qualifications and the same decision-making authority as the normal PM.

- The Consultant PM shall work under this contract as well as supporting traffic incident management initiatives. 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 Consultant PM shall ensure all reporting requirements are met, and maintain good communication with MDOT Project Manager or designee.

**F. Scheduling**

The Consultant shall participate in meetings with MDOT’s internal and external stakeholders. The number and type of meetings may change as traffic operations evolve. The following is a summary of current meetings supporting freeway operations for reference (meeting names, types, and frequencies are subject to change throughout the course of this contract);

<b>Meeting / Interval</b>	<b>Stakeholders / Purpose</b>
<p>Freeway Operations Subcommittee / Bi-monthly and as needed</p>	<p>Consultant, MDOT, Control Room Operations, external stakeholders / Lead the coordination on freeway incident management initiatives including incident debriefings, documentation, FCP activities and outreach to responding agencies.</p>
<p>Regional Concept for Transportation Operations (RCTO) – Incident Management/ Quarterly</p>	<p>Consultant, MDOT, external stakeholders / Subcommittee action reports and regional incident management coordination.</p>
<p>Planned Special Events Coordination / Monthly to bi-monthly, as needed</p>	<p>Consultant, MDOT, Control Room Operations, external stakeholders / Review traffic management plans and related actions before and after large planned special events and participate in drills and exercises.</p>
<p>Mi-Time - Incident Responder Safety Workshops / 16 hours annually</p>	<p>Consultant, MDOT, Control Room Operations / Working with first responders to coordinate and communicate safe and quick traffic control deployment techniques along with high visibility requirements.</p>
<p>Other / Approximately monthly, or as needed</p>	<p>Consultant, MDOT, external stakeholders / Emergency management, communications coordination, construction coordination, maintenance</p>

	operation coordination, and others as needed.
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MDOT is not responsible for benefits, overtime, holiday pay, etc. for the Consultant's employees.

### **G. Media Coordination**

MDOT's media partners serve an important role in disseminating traffic information to the motoring public. TOC programs, such as control room operations and FCP, attract media attention. The Consultant shall work with MDOT to leverage these assets and relationships to ensure traffic information is disseminated effectively and positively promote MDOT programs 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 and MDOT Region Communications staff, to ensure clear and accurate traffic information to the public. The Consultant shall strive 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 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 (PSA) materials, requested by MDOT. A minimum of six (6) media requests are anticipated per year. The Consultant shall only disseminate PSA materials, approved by MDOT, to assisted motorists.

The Consultant shall immediately bring to the attention of the MDOT Project Manager any and all potentially negative reporting of MDOT or the Consultant from media partners.

The Consultant shall not release any information to broadcast, print or internet media without prior MDOT approval.

### **H. Coordination**

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

The Consultant shall facilitate ride-alongs with 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.

The Consultant shall coordinate with University Region FCP and STOC, through sharing information about incidents at borders, and potential back up at incidents on a case by case basis.

### **I. Documentation**

The Consultant shall provide the following documentation:

- Any FCP operational guidelines or company policies impacting FCP operations

- 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 certification
- Monthly progress reports noting key program issues and planned work
- Staffing plans and staffing schedules
- Annual vehicle inspection report
- Training records
- Reports from AVL data
- Performance Measures

Performance measures are derived from FCP assist data that is recorded real-time by the SEMTOC dispatcher as audited against AVL data. Assists are measured as 1 each per FCP driver at an incident (assist or stop) site, regardless of the number of vehicles involved or number of services provided. Performance measures shall meet or exceed the following targets per month:

1. Number of assists  $\geq 2,600$

Assists include response to the following incident types in accordance with the FCP Operating Guidelines: Occupied disabled vehicles, support at a crash, and clearing debris that obstructs a travel lane.

2. Number of tows  $\geq 100$

Number of tows initiated by the FCP driver to Freeway Operations using the Michigan State Police (MSP) contracted towing company per the assist location.

3. Number of stops  $\geq 900$

Number of stops at abandoned/unoccupied vehicles in accordance with the FCP Operating Guidelines. A stop will be measured and recorded as one per vehicle-site, regardless of the number of times FCP driver(s) stop at the vehicle.

4. Number of complaints  $\leq 1$  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. Verifiable 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 driver 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 it 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.

5. Response time < 13 minutes on average

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 in minutes.

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 SEMTOC Operator even if they were already assisting a different motorist). The consultant is responsible for contacting the control room dispatcher and informing them when they arrive at the vehicle assist. The control room will log dispatch and arrival time in an Access Database. Arrival time will be audited to AVL data, and should any discrepancies arise regarding arrival time, AVL data will govern.

6. Patrolling route > 15 minutes more than twice in a month

The driver must be patrolling the designated zone within 15 minutes of start time. The Project Manager reserves the right to enforce a penalty for two (2) or more occurrences of tardiness per month due to lost patrolling time

- Training materials described in Personnel Requirements section.
- Create and produce comment cards for the assisted motorists with approval of the MDOT PM. The comment card will reference the MDOT FCP email and the return address will be to the MDOT PM at 1060 W. Fort St, Detroit, MI 48226.
- GIS mapping to communicate assets for FCP drivers.
- FCP assist data.

The Consultant shall monitor FCP assists, AVL data, and other available sources to track performance of the FCP. Assists are recorded electronically at the time of the assist by a Control Room Operator using an Access Database unless the Consultant is providing on-board mobile data terminals.

All reports provided under this contract shall be submitted to the MDOT Project Manager for review and approval.

## **J. 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) and must be conducted at least twice a year. Consultant shall deliver two (2) copies of all training materials to the MDOT Project Manager one (1) week prior to 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 and First Aid Certified.

FCP drivers shall wear a uniform and all appropriate personal protective equipment (i.e. steel toed boots, eye protection, and safety vests) for the work performed at all times while on patrol provided by the Consultant. 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 (1) 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.

Drivers 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 designated "Official Vehicles" and as such are permitted, as circumstances dictate, to utilize the emergency cross-overs, shoulder, or grassy areas along the roadway.

The Consultant shall maintain an adequate inventory of uniforms and personal protective equipment to ensure all FCP drivers comply with uniform and safety standards defined above. High visibility safety apparel shall meet or exceed ANSI 107 class 2 for daytime and class 3 for nighttime use. The highly visible, reflective uniform shall be worn at all times while outside the FCP vehicle. All other apparel worn by FCP personnel must be professional as their appearance

is a direct reflection on MDOT.

- a. The MDOT Project Manager 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 driver provides services under this contract, they shall complete the training program defined in the FCP Driver 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.

In addition, FCP drivers 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. Quarterly training shall be open to the MDOT PM and SEMTOC control room staff. The agenda shall be provided to the MDOT PM one (1) week prior to the training. A bulleted list of discussion topics and discussion points along with any hand out material at these quarterly safety meetings will be provided in the monthly progress reports.

The Consultant is required to develop a driver certification plan to test yearly for routine operations.

2. The Consultant shall submit a FCP Driver Training Plan for MDOT review and approval within 45 days of the start of the contract. The Consultant shall update the Training Plan annually. MDOT will review each submittal within two (2) weeks of receipt.

Driver training updates shall be conducted quarterly, at a minimum. Consultant shall maintain and deliver training documentation. The Consultant shall make their staff available to trainings by MDOT or their designee. 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 in Appendix A.
2. Pre-trip check: Each driver 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 contact the tow company for that area based on State Police towing policy. Any towing service shall be at the motorist's expense. The FCP shall not tow any vehicle off the highway.

4. Pushing: The Consultant/FCP shall adhere to the Hold Harmless Legislation and assist with moving vehicles out of the desired travel lane per the FCP Guidelines.

5. 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 drivers will report abnormal road surface conditions to SEMTOC.

### Equipment

The Consultant shall submit an Equipment Plan for MDOT review and approval within 45 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 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 (not mandatory)

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

The vehicles shall be designed and properly outfitted to carry the necessary equipment and safely carry out the responsibilities of an FCP driver. All equipment must be accessible from the rear of the vehicle. 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 for each vehicle, the Consultant, MDOT PM or designee will inspect the 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.

Please see the attached Insurance Requirements. 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 vehicles and 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:

- Hydraulic floor jack
- Four way lug wrenches
- Air compressor
- Pneumatic drill
- Battery charger
- 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
- Antifreeze
- Assortment of fuses
- Traffic cones (minimum of 10, 28" high with reflective bands, in compliance with Part 6 of the MMUTCD),
- Flares
- Potable water
- 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
- Push bumper
- 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 (Controlled from inside of the vehicle)

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 MDOT Freeway Operations. 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 and capable of sending and receiving pictures.
- 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.

### **K. Sponsorship Partnering**

MDOT is investigating sponsorship of the FCP program separately and it may be implemented during the length of this contract. The Consultant shall work with any selected sponsor to accommodate vehicle marking, uniform patch, and comment card update with no additional cost to MDOT.

**CONSULTANT PAYMENT – Unit Price:**

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 drivers, 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.

“FCP Services, 1 Month” shall be measured as a unit and shall be paid for at the contract unit price and in accordance with the incentive payment structure shown below. Payment of this item shall be payment in full for all costs associated with providing FCP operations services described in this Work Statement. Services related to this project may begin upon Notice to Proceed, following award of contract, on or around July 1, 2016. Patrol must start on October 31, 2016. The cost of services performed prior to the patrol start date of October 31, 2016 shall be included in the pay item for “FCP Services, 1 Month.” The pay item shall only apply to the period with active patrol, October 31, 2016 through October 31, 2019.

**Note that the bid sheet total does not include the performance measure incentives.**

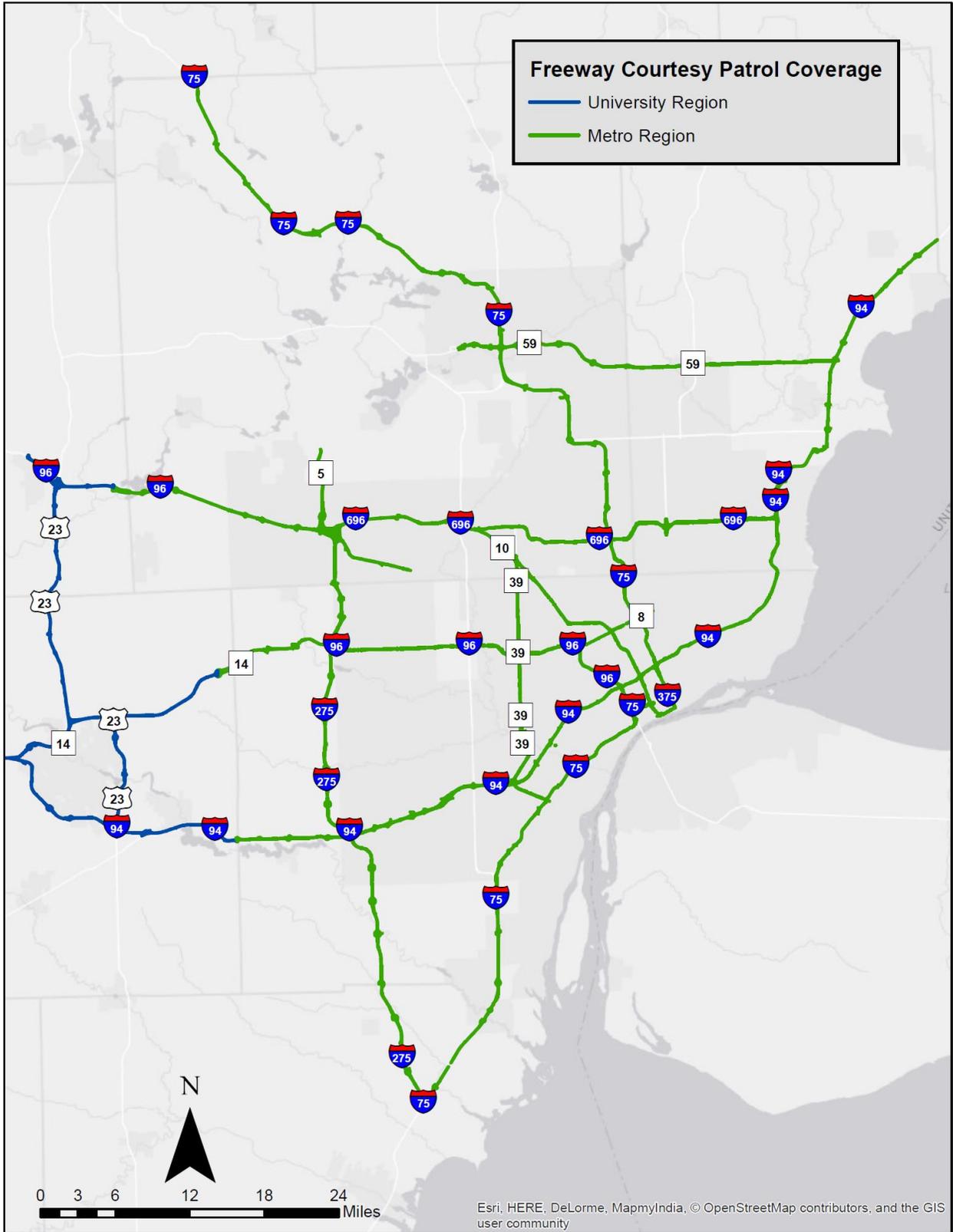
Monthly payment shall be increased by 1% as incentive adjustments for each of the five (5) performance measure targets that are met for each month (for a maximum incentive adjustment of 5% per month) and decrease by 1% if the driver is patrolling more than 15 minutes after start time as described below. Performance measures shall be measured per calendar month. Incentive adjustments shall be calculated based on exceeding target performance measures (positive) in accordance with the following incentive adjustment schedule.

	<b>Performance Measure Target</b>	<b>Monthly Incentive Adjustment</b>
A	Number of FCP Assists $\geq 2,600$	+1%
B	Number of FCP initiated tows $\geq 250$	+1%
C	Number of FCP Stops $\geq 900$	+1%
D	Complaint per Month Average $\leq 1$	+1%
E	Response Time < 13 minutes	+1%
F	Patrolling > 15 minutes late twice	-1%

All billings for services must be directed to the Department and follow the current guidelines. Payment may be delayed or decreased if the instructions are not followed.

Payment to the Consultant for services rendered shall not exceed the maximum amount unless an increase is approved in accordance with the contract with the Consultant. Typically, billings must be submitted within 60 days after the completion of services for the current billing. The final billing must be received within 60 days of the completion of services. Refer to your contract for your specific contract terms.

Figure 1



## Insurance Requirements

**Insurance Requirements.** Consultant must maintain the insurances identified below and is responsible for all deductibles. All required insurance must: (a) protect the State of Michigan (State) from claims that may arise out of, are alleged to arise out of, or result from Consultant's or a subcontractor's performance; (b) be primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State; and (c) be provided by a company with an A.M. Best rating of "A" or better, and a financial size of VII or better.

Required Limits	Additional Requirements
<b>Commercial General Liability Insurance</b>	
<u>Minimal Limits:</u> \$1,000,000 Each Occurrence Limit \$1,000,000 Personal & Advertising Injury Limit \$2,000,000 General Aggregate Limit \$2,000,000 Products/Completed Operations  <u>Deductible Maximum:</u> \$50,000 Each Occurrence	Consultant must have their policy endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 0.
<b>Automobile Liability Insurance</b>	
<u>Minimal Limits:</u> \$5,000,000 Per Occurrence	Consultant must have their policy: (1) endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds; and (2) include Hired and Non-Owned Automobile coverage.
<b>Workers' Compensation Insurance</b>	
<u>Minimal Limits:</u> Coverage according to applicable laws governing work activities.	Waiver of subrogation, except where waiver is prohibited by law.
<b>Employers Liability Insurance</b>	
<u>Minimal Limits:</u> \$500,000 Each Accident \$500,000 Each Employee by Disease \$500,000 Aggregate Disease.	<u>Minimal Limits:</u> \$500,000 Each Accident \$500,000 Each Employee by Disease \$500,000 Aggregate Disease.

If any of the required policies provide **claims-made** coverage, the Consultant must: (a) provide coverage with a retroactive date before the effective date of the contract or the beginning of Contract Activities; (b) maintain coverage and provide evidence of coverage for at least three (3) years after completion of the Contract Activities; and (c) if coverage is canceled or not renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, Consultant must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

Consultant must: (a) provide insurance certificates to the Contract Administrator, containing the agreement or purchase order number, at Contract formation and within 20 calendar days of the expiration date of the applicable policies; (b) require that subcontractors maintain the required insurances contained in this Section; (c) notify the Contract Administrator within 5 business days if any insurance is cancelled; and (d) waive all rights against the State for damages covered by insurance. Failure to maintain the required insurance does not limit this waiver.

This Section is not intended to and is not be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract (including any provisions hereof requiring Consultant to indemnify, defend and hold harmless the State).

# BID SHEET

## 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: \_\_\_\_\_

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.

Best Value - SCORING (130 Points)  
Proposed Selection Criteria and Total Possible Points

Understanding of Service – 30 Points  
Describe your understanding of the services to be provided.

Qualifications of Team – 40 Points  
Describe your team and the roles of key personnel. Provide resumes for key personnel.

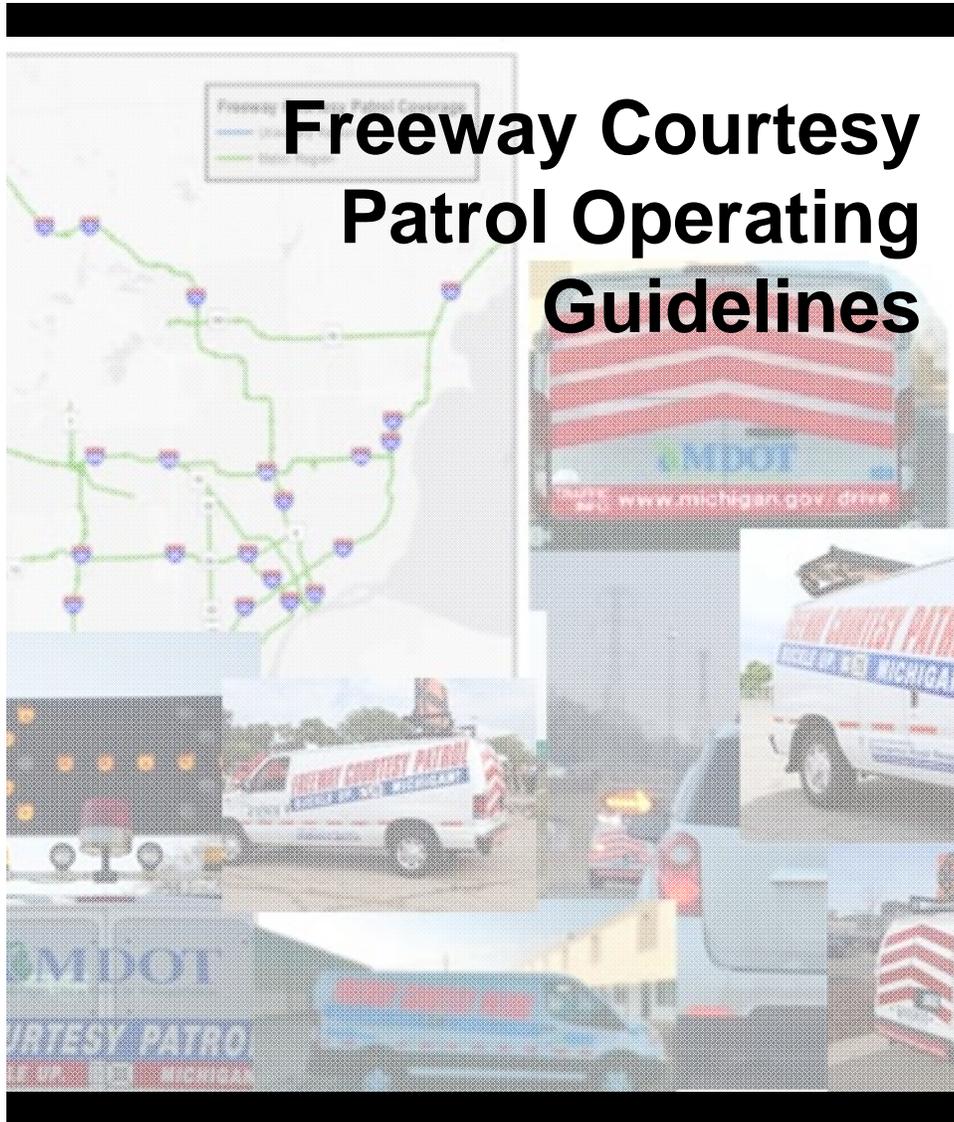
Past Performance – 20 Points  
Provide references and examples of similar work performed for other agencies.

Price – 35 Points  
CSRT approved formula:  $\text{Low Bid/Bid} * \text{points assigned}$   
Completed bid sheet required

Location – 5 Points

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

Appendix A



Fifth Edition

March 2016



# Table of Contents

PURPOSE	ii
NORMAL OPERATING GUIDELINES	1
Patrol	1
Communication	2
INCIDENT APPROACH GUIDELINES	4
All Incidents	4
Emergency Situations	4
Parking Patrol Vehicles at an Incident Scene	5
Emergency Traffic Control	7
INCIDENT DEPARTURE GUIDELINES	9
All Incidents	9
INCIDENT RESPONSE GUIDELINES	10
All Incidents	10
Prohibited Actions	10
Occupied Disabled Vehicles Blocking a Shoulder	11
Occupied Disabled Vehicles Blocking a Travel Lane	12
Towing or Extricating Occupied Vehicles	14
Motorist Transports or Escorts	15
Unoccupied Vehicles	16
Crashes	17
Debris Incidents	19
Medical Emergencies	20
Pedestrians	21
Animals	21
GLOSSARY	22



# Purpose

This document provides guidelines for Freeway Courtesy Patrol (FCP) operations and their response to improve safety and mobility for traffic management.

The FCP is part of a comprehensive incident management initiative to improve safety and reduce delay caused by non-recurring congestion that enhances operation of the freeway system. The Michigan Department of Transportation (MDOT) dispatches the FCP program from the Southeast Michigan Transportation Operations Center (SEMTOC) for the Metro Region and from the Statewide Transportation Operations Center (STOC) for the University Region.

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,
- (3) Assisting in major incidents as directed by emergency service personnel.

Through dedicated teamwork and responsible leadership, MDOT is committed to safe, efficient and sustainable transportation system for all users.

## MDOT Mission

“Providing the highest quality integrated transportation services for economic benefit and improved quality of life”



# Normal Operating Guidelines

**Patrol** - The following guidelines apply to FCP patrol:

- Wear personal protective equipment, as required by the current contract, 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 the 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 (2) call Freeway Operations immediately to advise of the situation and (3) coordinate with motorist to either assist or come back to assist. 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 or stopped at an incident scene.
  - Merging in or out of traffic, to or from an incident scene.
  - Red warning lights shall only be used when stationary at an incident scene.
- Use of a siren at any time is prohibited.
- Complete documentation in an efficient manor to minimize impact to traffic.
- Always consider Traffic Incident Management (TIM) standards and good practices, with the overall purpose of enhancing quick clearance efforts and improving responder and motorist safety.

# Normal Operating Guidelines

When to communicate with Freeway Operations (SEMTOC) or (STOC)  
(Including but not limited to)

## Availability

- The beginning and end of patrol, and all break periods.
- If you are unable complete the patrol.
- Status check-in if no communication is required in a 30 minute time period, or 45 minute time period when dispatched to an event.

## Incident Response

- Incident response preliminary reports, updates, and resolutions, e.g., abandoned vehicles, tire changes, traffic management, towing, motorist transports, etc.
- Requests for police, fire, and medical response units.

## Potential Hazards

- Unusual non-recurring traffic congestion
- Potholes constituting a hazard to passing traffic.
- Water over the Roadway
- Extreme weather
- Pedestrian or Animal traffic
- Debris
- Wrong Way Drivers
- Work zone concerns (i.e. new construction, barrel placement issues, and traffic control concerns)
- Moving work crews
- Hazardous materials (stay at a safe distance)
- Downed power line (stay at a safe distance)

## ITS System Devices/MDOT Property

- Recommended updates to DMS messaging
- Failed or partially failed DMS
- Damage to equipment or devices
- Graffiti



# Normal Operating Guidelines

## 800 MHz Radio

- Select correct channel per area.
- 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

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

Step	
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 license plate number on the stopped vehicle.
4	Record preliminary incident data on the FCP documentation and advise Freeway Operations (SEMTOC) or (STOC)

## 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.

- This should only be used if you are not able to talk and describe the threatening situation.

# Incident Approach Guidelines

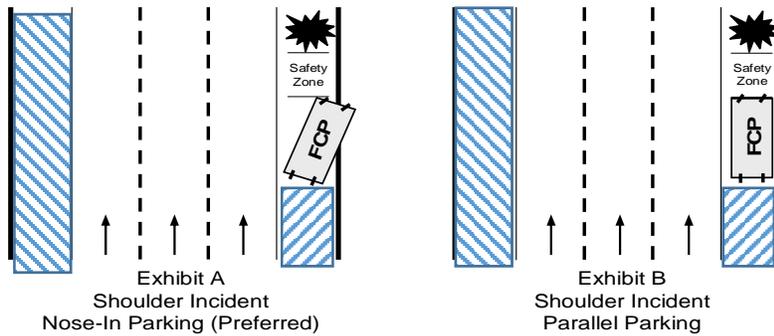
## Parking Patrol Vehicles at an Incident Scene

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), or blocked lane parking in the same direction of freeway travel and deploy the arrow board for oncoming traffic
- While approaching an incident scene if you are unable to position the vehicle behind the incident scene or safely come to a complete stop, go around and circle back for a safer approach. If you are first on scene, call Freeway Operations to advise the best approach for other emergency vehicles. Position the patrol vehicle behind the incident scene to perform an initial windshield size up report 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 and/or lane 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 when safe to do so and call Freeway Operations to obtain assistance from either another FCP unit or police.
  - Do not block only a center lane. Block additional lanes to ensure traffic is not going around both sides of vehicle. Deploy merging tapers when safe to do so.
    - If you are in the center lane and were not able to block additional lane(s).

# Incident Approach Guidelines

- Stay in your vehicle.
- Call Freeway Operations to obtain assistance from either another FCP unit or police.
- Wait until back up arrives to block an additional lane(s).
- Deploy merging taper when safe to do so.



# Incident Approach Guidelines

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 from the outside shoulder and work your way back to the rear of the vehicle. (Exhibit C)

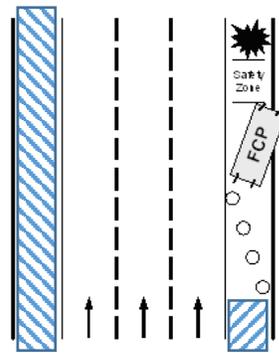
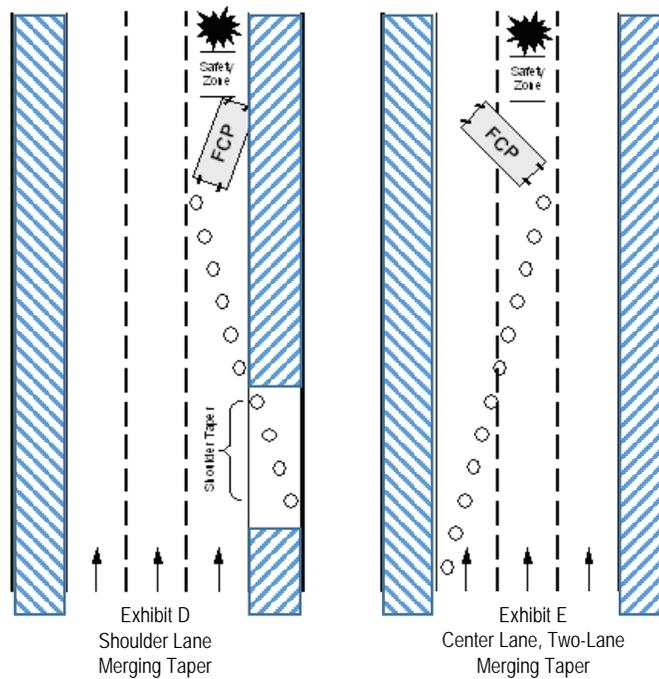


Exhibit C  
Shoulder Taper

# Incident Approach Guidelines

If the incident blocks a travel lane(s), then:

- Ask the driver to move to the shoulder if their vehicle is drivable.
- Obtain direction from law enforcement to move the vehicle utilizing the push bumper (Refer to Incident Response Guidelines)
- If the vehicle is not able to move or the driver is unwilling, deploy a merging taper, beginning from the outside shoulder or travel lane and work your way back to the rear of the vehicle. (Exhibits D and E)



# Incident Departure Guidelines

## All Incidents

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

Step	Guideline
1	Follow all incident approach guidelines
2	Follow all incident response guidelines
3	Support the assisted motorist in merging with traffic whenever possible. Red warning lights shall be deactivated prior to moving the FCP unit if applicable.
4	Deactivate the amber and wig-wag warning lights after executing the merging maneuver.
5	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).
6	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.
- Instruct motorists to stay buckled in their vehicle
- 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 a tow for any vehicle involved in a crash, unless a police agency requests FCP to move the wrecked vehicle. For towing services contact the Freeway Operations center.
- Referring motorists to towing companies for the purpose of financial gain. All requests for towing will be communicated to the Freeway Operations center.
- Recommending any repair facility for the purpose of financial gain.
- Accepting any money or other form of gratuity for services performed.



# Incident Response Guidelines

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

Step	Guideline
1	Follow all incident approach guidelines.
2	Using caution, approach the disabled vehicle at the side farthest from traffic where safe to do so; identify yourself as representing the Freeway Courtesy Patrol.
3	Determine the nature of the problem.
4	Determine if the motorist has already contacted a roadside service.
5	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.
6	Initiate emergency traffic control as necessary.
7	Remain on-scene until: (1) the service vehicle arrives, or (2) until vehicle is operable or motorist is transported or (3) 15 minutes has elapsed <u>and</u> it is safe to do so.
8	Advise the motorist that you will be leaving the scene and contact Freeway Operations to update the status of the situation.
9	Follow all incident departure guidelines.
10	If the motorist remains on-scene, monitor the incident location on successive patrol rotations.

# Incident Response Guidelines

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

Step	Guideline
1	Follow are incident approach guidelines.
2	Using caution, approach the disabled vehicle; identify yourself as representing the Freeway Courtesy Patrol.
3	Determine the nature of the problem.
4	Determine whether the disabled vehicle can be safely driven to the nearest shoulder (preferably the right shoulder). Refer the driver to the Steer it Clear it law.
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:	
5	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.
6	Follow the guidelines for Occupied Disabled Vehicles Blocking a Shoulder.
If the disabled vehicle <u>can be relocated</u> to the shoulder by using the push bumper:	
7	Direction to move a vehicle MUST be provided by a law enforcement agency. Prior to pushing the vehicle, let Freeway Operations know that you will be pushing the vehicle and the name of the law enforcement officer or trooper providing that direction.
8	Instruct the driver to put the vehicle in neutral, steer the vehicle and apply the break when safely on the shoulder.
9	Push the vehicle when safe to do so.
10	Follow the guidelines for Occupied Disabled Vehicles Blocking a Shoulder.

# Incident Response Guidelines

If the disabled vehicle cannot be relocated to the shoulder or the motorist is unwilling to drive the vehicle to the shoulder:

11	Immediately notify Freeway Operations of the situation and location to request assistance.
12	Position the FCP vehicle to protect the incident scene and vehicle occupants.
13	Initiate emergency traffic control as necessary and when safe to do so.
14	Remain on-scene until additional responders arrive.
15	When additional help arrives, assist as requested.
16	Follow all incident departure guidelines.



# Incident Response Guidelines

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

Step	Guideline
1	Notify Freeway Operations to request a tow from the MSP tow list.
2	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.
3	Advise the motorist that you will be leaving the scene and contact Freeway Operations to update the status of the situation.
4	Follow all incident departure guidelines.
5	If the motorist remains on-scene, monitor the incident location on successive patrol rotations.

# Incident Response Guidelines

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. If necessary, 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.

# Incident Response Guidelines

The following guidelines are provided when encountering an **unoccupied vehicle**:

Step	
1	Follow all incident approach guidelines.
2	If no visible or clear marking exists on the vehicle indicating a previous FCP stop, then stop at the vehicle and follow steps 3 through 7 below.
3	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.
4	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.
5	Complete the incident documentation information on the unoccupied vehicle, including vehicle damage and/or valuable items readily visible within the passenger compartment. Do not enter any unoccupied vehicle.
6	Using a wax crayon, mark the left rear window with: (1) "FCP", (2) unit number, and (3) date and time the car was found.
7	Follow all incident departure guidelines.
8	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 traffic, (2) the vehicle driver returns to the scene, or (3) the vehicle remains parked more than 24 hours.

# Incident Response Guidelines

The following guidelines are provided when encountering a **crash**:

Step	
If a police officer or other emergency personnel are not yet at the scene when the FCP operator arrives:	
1	Follow all incident approach guidelines.
2	Position the FCP vehicle to protect the crash scene and vehicle occupants.
3	Use caution when approaching the vehicle(s). Determine if any injuries have occurred. If the injuries require medical attention, notify Freeway Operations.
4	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," refer driver to the Steer it Clear it law.
5	As soon as practical, initiate emergency traffic control.
6	Notify Freeway Operations of any situation changes, such as an injured person's condition worsening or when the medical or police responder(s) arrive.
7	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.
8	Coordinate all necessary response activities with the incident commander, and follow steps 9 through 11 below.

# Incident Response Guidelines

If police officer or other emergency personnel are at the scene:

9	Follow all incident approach guidelines.
10	Upon arrival, the FCP operator will check-in with the incident commander of the scene and coordinate all necessary response activities with the commander.
11	Contact Freeway Operations and update the situation status.
12	If it appears that FCP services are no longer required at the scene, check-in with the incident commander of the scene to confirm you can clear the scene.
13	Contact Freeway Operations and update the situation status, and follow incident depart scene.

# Incident Response Guidelines

The following guidelines are provided when encountering **debris**:

Step	
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	Follow all incident approach guidelines.
3	Contact Freeway Operations and describe the situation status.
If the debris can be safely removed without assistance:	
4	Initiate emergency traffic control as necessary and when safe to do so.
5	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:	
6	Call Freeway Operations for assistance.
7	Initiate emergency traffic control.
8	Remain at the scene in advance of the debris with lights on until the debris is removed.
9	Follow all incident departure guidelines.

# Medical Emergencies

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

Step	
1	Follow all incident approach guidelines
2	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.
3	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.
4	Communicate any pertinent information provided by the injured or ill person to EMT upon their arrival on-scene.
5	As soon as practical and safe to do so, initiate emergency traffic control.
6	Follow incident departure guidelines when your assistance is no longer needed.

# Incident Response Guidelines

The following guidelines are provided when encountering a **pedestrian**:

Step	
1	Follow all incident approach guidelines.
2	Park the patrol vehicle on the shoulder and provide good visibility to oncoming traffic.
3	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.
4	Transport pedestrians <u>only</u> in situations where a disabled vehicle is visible or known.
5	Follow all incident departure guidelines.

## Animals

The following guidelines are provided when encountering **stray animals**:

Step	
1	Follow all incident approach guidelines.
2	Park the patrol vehicle on the shoulder and provide good visibility to oncoming traffic. Do not attempt to corral the animal. Request that Freeway Operations contact the appropriate agency.
3	Do not transport any stray animals nor remove deceased animals. Request that Freeway Operations contact the appropriate road agency.
4	Follow all incident departure guidelines.



# Glossary

## ***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 vehicle to be driven away from the scene.

## ***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.

# Glossary

**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.