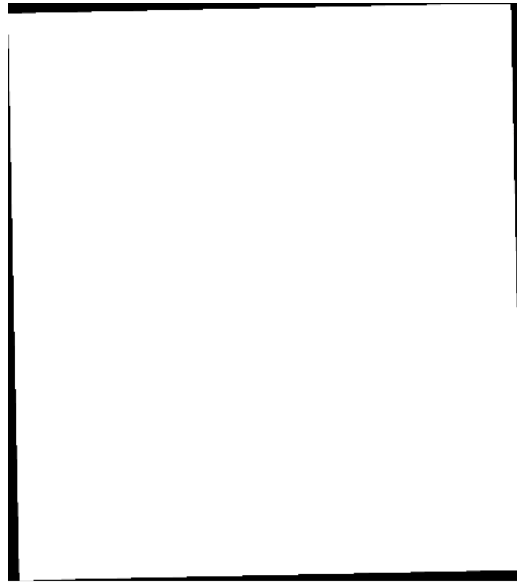


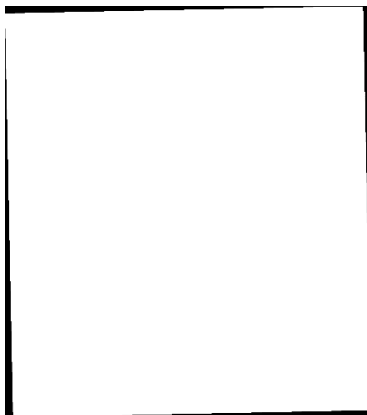
# HERO UNIT STUDENT TRAINING MANUAL



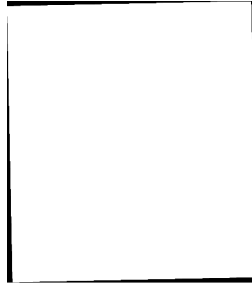
*Updated October, 2007*

# **HERO UNIT STUDENT TRAINING MANUAL**

## **1. INTRODUCTION**



Georgia Department of Transportation  
H.E.R.O. UNIT  
**Certified Training Course**



1. **INTRODUCTION**

- Training Curriculum
- PowerPoint Presentations
- Course Orientation
- Review of HERO Standard Operating Procedures

2. **GENERAL INFORMATION**

- Emergency Services Coordination
- **Legal Liability Issues**

3. **PERSONAL SAFETY**

- Department Safety Policies & Procedures
- Streetwise
- Certified Flagger Training
- Commercial Drivers License
- Defensive Driving
- **\*EVOC**
- **Bloodborne Pathogens**
- **Hazardous Materials Awareness**

4. **COMMUNICATIONS**

- Communications - Radio/Telephone Protocol
- **Public Relations**

## 5. TRAFFIC INCIDENT MANAGEMENT

- Work Zone Traffic Control
- Traffic Incident Management
- Traffic Management
- Human Factor & Traffic Controls
- Tort Liability & Traffic Control

## 6. RESCUE OPERATIONS

- Incident Protocol-Medical Assistance
- Incident Protocol-Hazardous Materials
- Crash Victim Extrication
- First Responder-Hazardous Materials
- First Responder-First-Aid

## 7. MOTORIST-AID

- Push Bumper Training
- Towing & Recovery (Wreckmaster)
- Basic Auto Mechanics

## 8. EQUIPMENT CARE & OPERATIONS

- Air Compressor-Operations & Maintenance
- Transfer Fuel Tanks-Operations & Maintenance
- Preventive Maintenance – HERO Equipment

### **DENOTES:**

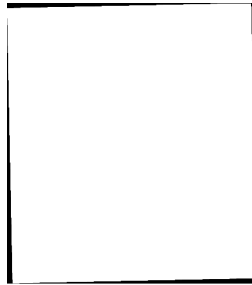
**BLACK** - Indicates HERO Instructor.

**NOTE:** Two (2) courses (Certified Flagger Training and Defensive Driving) have existing Training Modules.

**RED** - Indicates a Instructor from outside the HERO Unit, who provide their own training materials.

\* EVOC training offered ONLY for those operators who successfully complete the HERO certification training program and become HERO Operators.

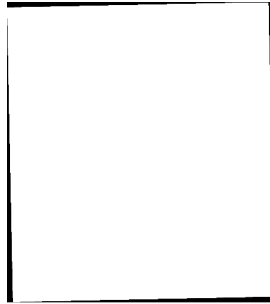
Georgia Department of Transportation  
H.E.R.O. UNIT  
**Certified Training Curriculum**



<u>TRAINING COURSE</u>	<u>COURSE INSTRUCTOR</u>	<u>COURSE DURATION</u>
Course Orientation	HERO Instructor	2 Hours
Review of HERO SOPs	HERO Instructor	4 Hours
Emergency Services Coordination	HERO Instructor	4 Hours
Legal & Liability Issues	Attorney Generals Office	4 Hours
Georgia DOT Safety Policies	HERO Instructor	2 Hours
Streetwise	HERO Instructor	4 Hours
Certified Flagger Training	HERO Instructor	8 Hours
Commercial Drivers License	HERO Instructor	8 Hours
Defensive Driving	HERO Instructor	8 Hours
EVOC	Georgia Public Safety	16 Hours
Bloodborne Pathogens	Contracted	8 Hours
Hazardous Materials-Awareness	Contracted	8 Hours
Radio/Telephone Protocol	HERO Instructor	8 Hours
Public Relations	TMC Public Relations Office	8 Hours
Temporary Work Zone Traffic Control	HERO Instructor	16 Hours
Incident Management	HERO Instructor	4 Hours
Traffic Management	HERO Instructor	2 Hours
Human Factor & Traffic Control	HERO Instructor	2 Hours
Tort Liability & Traffic Control	HERO Instructor	2 Hours
Incident Protocol-Medical Assistance	HERO Instructor	2 Hours
Incident Protocol-Hazardous Materials	HERO Instructor	2 Hours
Crash Victim Extrication	Contracted	16 Hours
First Responder-Hazardous Materials	Contracted	24 Hours
First Responder-First-Aid	Contracted	64 Hours
Push Bumper Training	HERO Instructor	8 Hours
Towing & Recovery ( <i>Wreckmaster</i> )	Contracted	16 Hours
Basic Auto Mechanics	OEM	36 Hours
Air Compressor	HERO Instructor	2 Hours
Transfer Fuel Tank	HERO Instructor	2 Hours
Preventive Maintenance	HERO Instructor	<u>8 Hours</u>

TOTAL 298 Hour

H.E.R.O. UNIT  
Instructor's Manual – Section 1  
**INTRODUCTION**



**“Review of HERO Standard Operating Procedures”**

**Course Overview**

A thorough knowledge of these Standard Operating Procedures by HERO operators is essential for team work, morale and the maintenance of uniform responses resulting in the highest level of service to the traveling public.

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	1	Introduction	Page 1 of 2
Article	1	Introduction to HERO Standard Operating Procedures	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To provide a singular standard written source of Department Standard Operating Procedures, which promote the effective and efficient operation of the H.E.R.O. UNIT.

II. GENERAL: The HERO Unit's Standard Operating Procedures Manual contains written standardized procedures. This manual will be utilized by the HERO UNIT personnel as the official reference AND guide for the daily operations of this UNIT.

III. RESPONSIBILITY: It is the responsibility of the Incident Management Manager, Assistant Manager and/or their appointee, to review and update this procedure as necessary.

IV. POLICY:

None Currently Identified

V. PROCEDURES:

- It is the responsibility of all HERO personnel to thoroughly familiarize themselves with, and conform to, the Standard Operating Procedures Manual.
- Standard Operating Procedures in the form of reasonable mandates are necessary for the proper operation of any organization. Such Standard Operating Procedures must be standardized in a workable format which is made available to all levels of the HERO UNIT.

Section	1	Introduction	Page 2 of 2
Article	1	Introduction to HERO Standard Operating Procedures	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

- Thorough knowledge of these Standard Operating Procedures by HERO personnel is essential for the development of team work, morale and the maintenance of uniform responses resulting in the highest level of services to the traveling public.
- The necessity for periodic review and revision of procedures and operational practices are recognized as a highly important component for this UNIT.
- This manual cannot be expected to provide a solution to every question or problem, which may arise in an organization established to provide an emergency response and service. It is expected, however, that it will be sufficiently prepared to cover, either in a specific or general way, the majority of operational activities or incidents which involve the personnel of the HERO UNIT.
- The existence of these written Standard Operating Procedures are not intended to limit the HERO UNIT personnel in the exercise of judgment or initiative in taking the action a reasonable person would take during an emergency situation.





- TOPPS 2230-9                    *Family & Medical Leave*
- TOPPS 2230-10                *Administrative Leave*
- TOPPS 2230-11                *Leave Donation*
- TOPPS 2230-12                *Holidays & Deferred Holidays*

Article	2	Administrative	<b>Page 2 of 3</b>
Section	1	Leave Policy	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

- When requesting leave, under normal circumstances, an employee is expected to request annual leave at least two (2) weeks in advance of the date of use. In all circumstances requests for all annual leave must be approved by the employee’s supervisor before the leave is taken.
- In rare and unique circumstances an employee may experience an unforeseen need for the use of annual leave and may be unable to provide the required two (2) weeks advance notice. In these cases the operator’s supervisor can grant approval. This may be accomplished telephonically, but if done so, all of the required forms must be executed immediately upon the return of the operator to duty.
- Sick leave is a special purpose leave that can only be used appropriately for the specific reasons listed:
  - Personal illness or disability
  - Dental or Medical care
  - Injury
  - Death in the employee’s immediately family.  
For additional details see TOPPS 2230-4, B.
- ACCRUAL of Leave:

<i>Length of Service</i>	<u>Annual Leave</u>	<i>Rate of Accrual</i>
0 – 60 months inclusive		1 ¼ workdays per month (10 hours)
61 – 120 months inclusive		1 ½ workdays per month (12 hours)
121 months and over		1 ¾ workdays per month (14 hours)

Sick Leave Accrual Rate:  
1 ¼ days per calendar month (10 hours)

Section	2	Administrative	Page 3 of 3
Article	1	Leave Policy	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES

- When requesting annual leave the request should be made at least two (2) weeks in advance of the date of use. Any special exceptions to this rule will be considered by the employee's supervisor on a case by case basis.
- Employees are required to notify their immediate supervisor of their need to utilize Sick Leave at least one (1) hour prior to the start of their tour of duty. Rare exceptions to this policy will be considered on a case by case basis.
- All leave must be approved by the employee's immediate supervisor. The HERO Unit's Office Clerk is NOT authorized to approve leave, **nor** will a voice mail message left on an **answering machine be considered acceptable notification.**
- If an employee is unable to contact their immediate supervisor, they should next attempt to contact the other supervisor for the Team. If neither supervisor can be reached the employee should contact the Assistant HERO Manager or the Incident Management Manager. In that order.
- A list of the phone numbers for the HERO Supervisors and Managers will be provided to each Operator for their use as needed.

## VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
<i>Mike Hendon, URS</i>	<i>09/2007</i>	<i>Updated TOPPS Policies</i>

## REFERENCE – HERO SOP 2.1



*2230-1*

## *Leave – General Provisions*

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[See document history](#)

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All policies promulgated by the Georgia Department of Transportation (GDOT) which governs the accrual, usage, and administration of leave by employees of the Department shall be consistent with Rule 18 (Leave and Holidays) of the Rules of the State Personnel Board. If at any time, it is determined that these policies are not consistent with Rule 18 of the Rules of the State Personnel Board, then Rule 18 will control.

The following shall be applicable to all GDOT employees.

### **ELIGIBILITY TO EARN ANNUAL LEAVE AND SICK LEAVE:**

All non-temporary employees of the GDOT are eligible to earn annual leave and sick leave. Employees in the Civil Engineering Co-op Program (C.E. Co-ops) are also eligible to earn leave.

Full-time employees shall accrue annual and sick leave at the end of each pay period during which they are in pay status for a minimum of forty (40) hours.

Part-time employees who work twenty or more hours per week shall earn annual and sick leave at the end of each pay period during which they have been in pay status for a minimum of the employee's standard weekly work hours.

Employees receiving retirement benefits under the Employees' Retirement System of Georgia are not entitled to earn annual leave or sick leave.

**CHARGES AGAINST ACCRUED LEAVE:**

**REFERENCE – HERO SOP 2.1**

Employees will be charged annual, sick or personal leave for absence only on days upon which they would otherwise work and receive pay. Charges against annual, sick and personal leave shall not, however, be reduced because of late opening, early release, or unanticipated closing which occur during a period of leave.

An employee absent on official business is not on leave.

**MINIMUM LEAVE PERIOD:**

The minimum period of any form of paid leave, compensatory time or deferred holiday time that may be taken by an employee is fifteen (15) minutes.

**LEAVE IN ANTICIPATION OF ACCRUAL PROHIBITED:**

An employee shall not be granted the use of annual leave or sick leave before such leave has been earned.

**REQUESTS TO USE LEAVE:**

An employee who wishes to request an absence with pay using available leave must complete an Application for Leave ([DOT 4181](#)). The request must be presented to the employee's supervisor for approval.

**PRIORITY OF LEAVE USAGE:**

Employees are required to use accrued paid leave in the order specified in the [Leave Taken Priority List](#).

**COMPENSATORY TIME:**

For information regarding FLSA and State compensatory time, refer to [TOPPS 2235-1](#), Fair Labor Standards Act Policy

**CREDIT FOR LEAVE ON RETURN FROM LEAVE OF ABSENCE:**

Upon return from a leave of absence without pay, an employee shall be given credit for previously accumulated and unused or unpaid annual leave and sick leave, exclusive of forfeited leave. The record of forfeited annual and sick leave at the beginning of the leave of absence shall be revived but the leave shall not be restored to the employee except as provided in [TOPPS 2230-4](#), Sick Leave.

**CREDIT FOR LEAVE ON TRANSFER FROM ANOTHER STATE AGENCY:**

An employee moving without a break in service from a position entitled to earn leave in another state agency to a position entitled to earn leave in the GDOT shall be given credit for unused annual, sick and personal leave. ~~REFERENCE HERE~~ ~~FORFEITED LEAVE~~ shall also transfer, but the leave shall not be restored to the employee except as provided in [TOPPS 2230-4](#), Sick Leave.

A break in service is defined as at least one work day for which an employee is not in employment status and does not receive pay.

**NOTE:** An individual moving from a position with a public school system to a position in the GDOT will not be given credit for any annual, sick, personal or forfeited leave earned while employed by the public school system. The individual shall likewise not be given credit toward graduated annual leave accrual for any time employed with the public school system.

#### **CREDIT FOR LEAVE ON TRANSFER FROM THE UNIVERSITY SYSTEM OR A STATE AUTHORITY:**

An employee moving without a break in service from a position entitled to earn leave in a unit of the University System of Georgia or a state authority to a position entitled to earn leave in the GDOT will be given credit for unused and unpaid annual, sick, and personal leave. Any record of forfeited leave shall also be accepted by the GDOT, but the leave shall not be restored to the employee except as provided in [TOPPS 2230-4](#), Sick Leave.

The employee shall not be given credit for more leave than the employee could have earned had the employee been continuously employed by GDOT. The employee shall also be given credit toward graduated annual leave accrual for all time continuously employed in a leave earning position with the university system or authority.

No leave credit shall be given an employee until the employee provides satisfactory documentation from the previous employer. The documentation must include:

- The date that employment began in a position entitled to earn leave;
- The date that employment in the previous position ended;
- The rate at which annual leave, sick leave and personal leave was accrued; and,
- The annual leave, sick leave and personal leave balances at the time the previous employment ended.

#### **CREDIT FOR LEAVE FOLLOWING REDUCTION-IN-FORCE:**

Unused sick leave may be restored to an individual who was separated from the GDOT or other state agency as a result of agency downsizing or reorganization under the following conditions:

- The individual is employed in a position entitled to earn leave; and,
- The employment occurs within one (1) year of the reduction-in-force.

Any record of forfeited leave existing at the time of reduction-in-force shall be revived but the leave shall not be restored to the employee except as provided in [TOPPS 2230-4](#), Sick Leave.

The period of absence shall not constitute a break in service for purposes of the rate of graduated annual leave accrual.

### **REFERENCE – HERO SOP 2.1**

#### **RETURN FROM PERIOD OF DISABILITY; CONDITIONS:**

The GDOT may, at its discretion, require any employee who is absent from duty because of illness or disability to supply an appropriate medical release or certification that he or she is able to return to duty either without restrictions or with restrictions that can be reasonably accommodated. Such release or certification may be required as a precondition to the employee's return to duty.

#### **ABSENCE AFTER LEAVE EXHAUSTED:**

An employee who is absent after all sick, annual and personal leave is used shall, in accordance with [TOPPS 2230-5](#), Leave Without Pay, be placed on regular leave without pay, contingent leave without pay, other leave without pay, or released.

#### **FORFEITED LEAVE – RETIREMENT:**

Under qualifying circumstances, forfeited annual leave, forfeited sick leave and unused sick leave may be calculated as creditable service for retirement purposes. For specific information contact the Employees' Retirement System of Georgia ([www.ersga.org](http://www.ersga.org)).

#### **REFERENCE:**

Rules of the State Personnel Board, Rule 18, Leave and Holidays. Sick Leave, [TOPPS 2230-4](#)  
Fair Labor Standards Act Policy, [TOPPS 2235-1](#)  
Leave Without Pay, [TOPPS 2230-5](#)

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*Authored by the Office of Personnel, 404-656-5260*

#### ***Document History:***

- added to MOG: 04/25/95
  - added to TOPPS: 12/15/95
  - revised: 11/23/05
  - eliminates the requirement that deferred holidays must be used before sick leave may be used (See the [Priority of Leave Taken List](#)  
deferred holiday time and compensatory time are now included in the section titled [Minimum Leave Period](#): 07/26/06
  - reviewed: 06/08/07
-



2230-2

## *Annual Leave*

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[See document history](#)

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### **DEFINITION:**

Annual leave is leave with pay earned by employees of the Georgia Department of Transportation (GDOT) for the purpose of vacation or for transacting personal business.

### **ACCRUAL:**

An eligible full-time employee (see [TOPPS 2230-1](#)) shall earn annual leave as follows:

<b>Length of Service</b>	<b>Rate of Accrual</b>
0 thru 60 months of service	5 hours per semi-monthly pay period
61 thru 120 months of service	6 hours per semi-monthly pay period
121 months and over of service	7 hours per semi-monthly pay period

For purposes of leave accrual, the length of service will be computed from current continuous, unbroken service in a position entitled to earn leave with a state agency, state authority or unit of the University System of Georgia.

An eligible part-time employee (see [TOPPS 2230-1](#)) who works twenty hours or more per week shall earn annual leave at the appropriate rate prorated by the percentage of time worked. The percentage of time worked shall be determined by dividing the employee's standard hours by forty (40).

Leave shall be earned at the end of each pay period provided:

- A full time employee is in pay status for forty (40) hours or more during the pay period.



## REFERENCE – HERO SOP 2.1

- A part-time employee is in pay status an appropriate number of hours during the pay period (e.g., forty (40) hours prorated by the percentage of time worked).

### **ACCRUAL LIMITATIONS:**

Annual leave shall be cumulative for not more than 360 hours. Any leave earned in excess of 360 hours is forfeited but may, in certain circumstances, be restored to an employee as provided in [TOPPS 2230-4](#), Sick Leave.

### **USE OF ANNUAL LEAVE:**

Employees may request to use accrued annual leave for any reason.

### **APPROVAL OF ANNUAL LEAVE:**

An employee's use of accrued annual leave is subject to approval by the appropriate supervisor. Under normal circumstances, an employee is expected to request annual leave as far in advance of the need for leave as is reasonably possible. Presentation of a request is expected of all employees a minimum of twenty-four (24) hours in advance of the date of use. **All** requests for use of annual leave **must** have the **prior approval** of the appropriate supervisor before the leave is taken, except in cases of emergency. It is the responsibility of the supervisor to determine if a particular situation constitutes an emergency.

It is a supervisor's responsibility to insure that adequate staff is present every work day to conduct the business. Therefore, employees should be aware that a request to use annual leave may be denied if an employee's presence at work on the requested leave day(s) is necessary to the functioning of the work unit and the supervisor cannot arrange a satisfactory alternative.

Absence without proper authorization will be charged to Unauthorized Leave Without Pay.

### **SEPARATION FROM EMPLOYMENT:**

Employees shall be compensated for any annual leave which is unused and not forfeited at the time of separation from employment (see [TOPPS 2230-3](#)).

### **REFERENCE:**

Rules of the State Personnel Board, Rule 18, Leave and Holidays, Section 18.200  
Leave Regulations, [TOPPS 2230-1](#)  
Sick Leave, [TOPPS 2230-4](#)  
Terminal Leave, [TOPPS 2230-3](#)

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*Authored by the Office of Personnel, 404-656-5260*

## REFERENCE – HERO SOP 2.1

### *Document History:*

- added to MOG: 04/25/95
  - added to TOPPS: 12/15/95
  - revised: 11/23/05
  - reviewed: 06/08/07
-



2230-3

## *Terminal Leave*

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[See document history](#)

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Terminal leave is accrued annual leave for which payment is due an employee or his estate upon separation from employment by death, retirement, resignation, dismissal, abandonment, or separation in any manner.

### **LIMITATIONS:**

Terminal leave shall be paid for all accrued and unused annual leave which has not been forfeited, not to exceed three hundred sixty (360) hours.

When an employee notifies the GDOT of an intention to terminate employment with the agency, the employee shall not be continued on the payroll in leave with pay status for the purpose of increasing the rate at which accrued leave would be paid. (EXAMPLE: In December, an employee notifies the agency of an intention to resign effective January 15 and requests paid leave for the entire first January pay period. Annual salary increases are scheduled to be awarded effective January 1. Approval of the leave request would result in the payment of terminal leave at a higher rate than if the resignation was effective December 31. Requests of this type will be denied.)

### **CALCULATION:**

Terminal leave pay shall be calculated according to the following formula:

1. Determine the annual base salary last received by the employee. Part-time salary must first be converted to an equivalent full-time salary.
2. Determine the value of each hour of leave by dividing the employee's annual salary by two thousand eighty (2080).

### **REFERENCE – HERO SOP 2.1**

3. Determine the number of hours to be paid. Decimal fractions of an hour shall be rounded to the next highest hundredth of an hour.
4. Multiply the value of an hour by the number of hours to be paid.

#### **PAYMENT:**

When an employee terminates employment with the GDOT, final payment of any unused annual leave will be made the pay period after the last pay period the employee is in pay status. (EXAMPLE: An employee resigned effective March 12, 2004. On March 24, 2004 the employee was issued payment for time in pay status March 1 through March 15, 2004. The employee's payment for unused annual leave was issued on April 9, 2004.)

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*Authored by the Office of Personnel, 404-656-5260*

#### ***Document History:***

- added to MOG: 04/25/95
  - added to TOPPS: 12/15/95
  - revised: 11/23/05
  - reviewed: 06/08/07
-



2230-4

## *Sick Leave*

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[See document history](#)

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### **DEFINITION:**

Sick leave is leave with pay earned by employees of the Georgia Department of Transportation (GDOT) for periods of absence due to personal or family medical necessity.

### **ACCRUAL:**

An eligible full-time employee (see [TOPPS 2230-1](#)) shall earn sick leave at the rate of five (5) hours per semi-monthly pay period regardless of length of service.

An eligible part-time employee (see [TOPPS 2230-1](#)) who works twenty hours or more per week shall earn sick leave at the appropriate rate prorated by the percentage of time worked. The percentage of time worked shall be determined by dividing the employee's standard hours by forty (40).

Leave shall be earned at the end of each pay period provided:

- A full time employee is in pay status for forty (40) hours or more during the pay period.
- A part-time employee is in pay status an appropriate number of hours during the pay period (e.g., forty (40) hours prorated by the percentage of time worked).

**Accrual Limitations:** Sick leave shall be cumulative for not more than 720 hours. Any leave earned in excess of 720 hours is forfeited but may be restored to the employee as provided in the Restoration of Forfeited Leave section of this policy.

### **RECOVERY OF PREVIOUSLY FORFEITED LEAVE:**

## REFERENCE – HERO SOP 2.1

Any employee of a state agency who lost accumulated sick leave as a result of separation from employment and who returns to employment with a state agency on or after July 1, 2003 shall be entitled to regain such divested sick leave after the employee remains in service for a period of two consecutive years. Any leave forfeited prior to the separation from employment shall **NOT** be restored. An employee who requests to regain previously divested sick leave will be required to present satisfactory evidence of the existence of such leave along with an Application for Restoration of Divested Sick Leave ([DOT 4180](#)). (Official Code of Georgia, Unannotated (O.C.G.U.) [Section 45-20-16](#))

### USE OF SICK LEAVE:

Sick leave may be used only upon approval of the appropriate supervisor and only for:

- Absence due to personal illness or disability;
- Absence necessitated by exposure to contagious disease by reason of which exposure the health of others would be endangered by the employee's attendance on duty;
- Absence for dental or medical care; and,
- Absence due to dental care or medical care, illness, accident or death in the employee's immediate family which requires the employee's presence.

**NOTE:** An employee may use up to five (5) days of sick leave for an absence due to death in the employee's immediate family. Any additional period of absence shall be charged to available annual leave, personal leave or compensatory time or as leave without pay.

### IMMEDIATE FAMILY:

Immediate family means an employee's spouse, child, parent, brother and sister. Immediate family also includes any other person who resides in the employee's household and is recognized by law as a dependent of the employee.

### APPROVAL OF SICK LEAVE:

An employee may be required to report each day by telephone to the appropriate supervisor and to furnish evidence satisfactory to the supervisor for the use of accrued sick leave. The employee, however, shall not be required to provide such evidence for the use of less than seventeen (17) hours of sick leave in any thirty (30) day period unless the employee has demonstrated excessive or abusive use of sick leave. Excessive or abusive use of sick leave shall be defined as a pattern of intermittent, short term usage. Establishment of this pattern shall include, but not be limited to, the following indicators:

- a. Frequent use of sick leave in conjunction with holidays, scheduled off days, or distribution of paychecks;
- b. Frequent use of sick leave when scheduled for undesirable temporary shifts or assignments, or during periods of peak work load;
- c. Requesting sick leave for an absence for which annual leave has previously been denied;
- d. Frequent occurrences of illness during the work day;

## **REFERENCE – HERO SOP 2.1**

- e. Peculiar and increasingly improbable excuses;
- f. Repetitive use of less than seventeen (17) hours of sick leave in thirty (30) day periods;
- g. Prior written notification of failure to adhere to procedures for approval of leave, inappropriate attendance, or inappropriate use of leave.

### **SUPERVISOR'S RESPONSIBILITY TO CONTROL ABUSE OF SICK LEAVE:**

It is the responsibility of each unit supervisor to review the sick leave usage records of all employees under his or her supervision for evidence of excessive or abusive use of sick leave as defined above. Such review shall be as often as necessary, but not less than once each year. Each unit supervisor shall counsel those employees whose records appear excessive or abusive on the necessity for not misusing sick leave.

### **COMPENSABLE INJURY OR DISEASE:**

In case of accidental injury or occupational disease where compensation is payable under the Georgia Worker's Compensation Act, an employee shall not be allowed to use any type of paid leave for absences until the employee elects in writing to use accrued leave in lieu of worker's compensation benefits. The leave granted for such purpose shall be credited on a day for day basis as compensation against any award by the State Board of Worker's Compensation for such incapacity, until the employee elects in writing to forego paid leave and to accept only those benefits authorized by the award. (See Paragraph 18.305.2 of the Rules of the State Personnel Board.)

### **SICK LEAVE EXHAUSTED:**

If an employee uses all accrued sick leave, any additional time off may be charged to other accrued leave or compensatory time, or may be leave without pay. The use of other accrued leave or compensatory time is subject to other applicable policy and the approval of the appropriate supervisor.

### **PERSONAL ILLNESS DURING PERIOD OF ANNUAL LEAVE:**

If an employee is ill for three (3) work days or more during a period of annual leave, the period of illness may, upon presentation of satisfactory written documentation, be charged as sick leave. The charges against annual leave shall then be reduced accordingly, provided that the request for substitution of sick leave for annual leave is filed with the department within two (2) weeks after the employee has returned to duty. No such substitution shall be allowed for illness which does not last for three (3) work days or more.

### **RESTORATION OF FORFEITED LEAVE:**

In the event an employee or his or her qualifying family member develops a long-term illness or disability, and the employee has exhausted all available paid leave and compensatory time, the Department may, in its sole discretion, restore as much forfeited annual leave and sick leave as is

## REFERENCE – HERO SOP 2.1

required to cover the duration of the absence. The amount of leave restored shall not exceed the amount of leave forfeited by an employee during his or her current period of employment.

A written request for restoration of forfeited leave must be submitted to the appropriate supervisor. The request must outline the circumstances supporting the need for such restoration. Restoration of forfeited leave requires approval of the Personnel Director.

When all annual leave, sick leave, compensatory time, and restored forfeited leave has been exhausted, an employee may be granted leave without pay or released from employment.

### **SEPARATION FROM EMPLOYMENT:**

Employees do not earn any entitlement to compensation for unused sick leave at the time of separation from employment.

### **REFERENCE:**

Rules of the State Personnel Board, Rule 18, Leave and Holidays, Section 18.300  
Leave Regulations, [TOPPS 2230-1](#)  
[O.C.G.U. 45-20-16\(B\)](#)

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  - reviewed: 06/08/07
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2230-5

## *Leave Without Pay*

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[\*See document history\*](#)

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### **REGULAR LEAVE WITHOUT PAY:**

An employee may, upon written application to and approval by the department, be granted a continuous leave of absence without pay for a period not to exceed twelve (12) months. At the expiration of the leave, the employee shall be reinstated to the former position or to a position of equal responsibility and pay, without loss of any rights, provided the employee returns within the terms of the leave granted.

### **CONTINGENT LEAVE WITHOUT PAY:**

An employee may, upon written application to and approval by the department, be granted a contingent leave of absence without pay for a period not to exceed twelve (12) months. During the period of contingent leave without pay, the position occupied by the employee is not held vacant, and the employee's right to return at the expiration of the leave shall be contingent upon there being available a suitable vacancy as specified in writing at the time the leave is granted.

An employee is not required to exhaust available paid leave and compensatory time before requesting a contingent leave of absence.

GDOT managers are not authorized to place employees on contingent leave without pay in the absence of a specific request from the employee.

### **OTHER LEAVE WITHOUT PAY:**

If an employee is absent without the approval of the department, the employee will be placed on Unauthorized Leave Without Pay during the period of absence. Absences of this type may be grounds for disciplinary action up to and including dismissal from employment.

## REFERENCE – HERO SOP 2.1

If an employee is absent with the approval of the department, but does not have accrued leave or compensatory time to cover the period of absence, the employee shall be placed on Authorized Leave Without Pay during the period of absence.

Eligible employees may request Authorized Leave Without Pay for absences associated with family and medical leave. Refer to [TOPPS Policy 2230-9](#) (Family and Medical Leave) for additional information.

**LIMITATIONS** Leaves of absence without pay are ordinarily granted for short periods of time when there is a reasonable expectancy that the employee will return to duty. Leaves of absence without pay are generally limited to a maximum of twelve (12) months.

Leaves of absence without pay will not be granted for incarceration or for outside employment.

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2230-6

## *Military Leave*

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[See document history](#)

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GDOT employees have significant legal rights regarding absence from duty in order to fulfill military obligations. The GDOT Office of Personnel, Employee/Management Relations Section, should be consulted regarding any personnel actions related to military service to ensure compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Review by the Office of Personnel is important to assure that both the agency and employees comply with all relevant obligations and responsibilities as specified by applicable federal and state laws and regulations.

### **SERVICE IN THE UNIFORMED SERVICES**

Under federal law, "service in the uniformed services" is broadly defined to include the performance of duty on a **voluntary** or **involuntary** basis in a uniformed service of the United States under competent authority, including active duty, active duty for training, initial active duty for training, inactive duty training, inactive duty training, National Guard duty, and military fitness for duty examinations. Any eligible employee who leaves his or her job for voluntary or involuntary service in the uniformed services will, upon proper notice, be granted a military leave of absence.

### **ELIGIBLE EMPLOYEES:**

Regular employees shall be entitled to a leave of absence from duties while serving in the uniformed services. Temporary employees are not eligible for military leave.

### **PAY STATUS**

State law provides that employees ordered to military duty will be paid for up to one hundred forty-four (144) hours each Federal fiscal year (October 1 through September 30). Such pay shall

## REFERENCE – HERO SOP 2.1

apply only to members of the National Guard or of any reserve force or reserve component of the armed forces and shall not apply to an employee who enlists for active duty in the armed forces.

NOTE: If the Governor declares an emergency and orders an employee to military duty as a member of the Georgia National Guard, the employee, while performing such duty, will be paid for up to two hundred forty (240) hours in a Federal Fiscal Year.

After paid military leave is exhausted, if an employee is unable to return to duty due to continued military service, such employee may elect, but is not required, to use accumulated annual leave, personal leave, deferred holidays, and/or compensatory time to remain in pay status during this period of military leave. (See [DOT 4111](#) - Military Leave of Absence - Paid Leave Declaration Form.) If an employee fails to submit a Paid Leave Declaration Form, the employee will be placed on Military Leave Without Pay.

Forfeited leave may not be restored to an employee for use during a period of military leave.

Any eligible employee who is absent due to military duty on October 1st of any Federal Fiscal Year will automatically be placed in military leave with pay status beginning October 1st and will remain in military leave with pay status until the employee either exhausts the military leave entitlement for that Federal Fiscal Year or returns to work status, whichever is earlier.

### NOTIFICATION

#### 1. Employee Notification Responsibilities:

In order to be entitled to re-employment rights and benefits as well as other employment benefits, employees are required to notify their supervisor as soon as they are aware of upcoming military duty that will cause absence from work.

- a. An employee ordered to military duty must give their supervisor a copy of the military orders in advance of military leave whenever possible. In the case of weekend drills, a training schedule or other documentation such as a memorandum from the military unit can and will be satisfactory when orders are not normally issued.
  - b. In an emergency that prevents advance notice, supervisors are to be notified of ordered military duty and provided a copy of the orders as soon as possible.
  - c. Employees on military leave are responsible for ensuring that their supervisors receive timely notification of changes in the duration of ordered military duty.
2. **Supervisor Responsibilities** Supervisors who are notified by an employee of an absence for ordered military duty must inform the employee of the need to provide a copy of military orders or, in the case of “drills,” a copy of a training schedule or other documentation. Supervisors must contact the appropriate personnel representative as soon as possible to ensure that timely information is provided to the employee, to the Office of Personnel, and to the Payroll Office.

## REFERENCE – HERO SOP 2.1

Should a supervisor receive notification that an employee must be immediately absent from duty and that the employee has not yet received military orders, the supervisor must obtain the following information from the employee:

- a. The identity of the military unit to which the employee will report;
  - b. The location of that unit; and,
  - c. The likely duration of the absence.
3. **Management Acknowledgement of Military Leave:**
- a. Employee Available for Personal Consultation: A letter from the District Engineer, Office Head, or higher level manager acknowledging military leave and providing benefits information and paid leave options, if any, should be prepared and discussed in consultation with the employee by the administrative support unit of the District Office or Office (see [sample](#).) Personal consultation by the District or Offices should be possible in most cases because the employee will usually have enough advance notice of upcoming military service.
  - b. Employee Not Available for Personal Consultation: In cases where an employee must depart for military duty without prior notice to the District or Office a letter providing benefits information and paid leave options, if any should be sent by both certified and regular mail to the last known address of the employee. If the letter is returned as undeliverable, the District or Office should attempt to send a letter to the person's military unit. If timely information is not available regarding benefits and paid leave decisions, the employee will be placed on available military leave with pay and then placed on military leave without pay.
4. **Form Completion and Disposition:**
- a. An employee who is ordered to military duty for a period of time that will exceed any available paid military leave should complete a Military Leave of Absence – Paid Leave Declaration Form ([DOT 4111](#)) prior to departing for military duty. Should an employee fail to file such a form with the appropriate office/district personnel representative, the employee will be presumed to have elected to be placed on military leave without pay once available paid military leave is exhausted.
  - b. The office/district personnel representative will complete an Employee Data Change Form ([DOT 4105](#)) placing the employee on military leave with or without pay, as appropriate. This form along with a copy of the military orders, a letter acknowledging the military leave, and Paid Leave Declaration Form are to be forwarded to the Payroll Office and to the Office of Personnel.

## EMPLOYMENT STATUS & BENEFITS

1. Time during which an employee is absent for ordered military duty shall not constitute an interruption of continuous employment, and no such employee shall be subjected directly or indirectly to any loss or diminution of time, service, vacation, holiday privileges, or any other right or privilege by reason of such absence, or be prejudiced with reference to continuance in employment, reinstatement, transfer, or promotion by reason of such absence.

## REFERENCE – HERO SOP 2.1

2. An employee absent for ordered military duty who was in work status for any portion of a performance evaluation period shall receive an evaluation for that period and shall be eligible for any performance based salary increase authorized by the State Legislature.
3. While on military leave with pay, premiums for health insurance will be deducted from employee paychecks. Employees may elect to continue or discontinue health insurance benefits while on military leave without pay.
4. Some benefits offered through the Flexible Benefits Program do not provide coverage for claims resulting from involvement in armed conflict or war. Employees who are called to active military duty under such conditions should discuss the continuation of flexible benefits while on military leave with their benefits coordinator.
5. Employees are eligible to continue Group Term Life Insurance while on military leave without pay.
6. Employees who return to work following military leave may be eligible to pay contributions to the Employees' Retirement System and Deferred Compensation Program for the time period that contributions were not paid during the military leave. Employees should contact their benefits coordinator for information regarding applicable time frames.

### RETURN TO WORK

1. Employees whose cumulative absences from work while on military leave have not exceeded five years are entitled to return to work upon completion of their military service.
2. In order to be eligible for return to work, the following conditions will apply:
  - a. If the period of military duty was two hundred forty (240) hours or less or military leave of any length was for examination purposes to determine fitness to perform service, employees must report to work not later than the first scheduled work day after an eight-hour period following the completion of military duty and returning home.
  - b. If the military duty was for more than two hundred forty (240) hours, but did not exceed one thousand four hundred forty (1440) hours, employees must submit a written notice for return to work to their District Engineer, Office Head or other designated officials, within 90 calendar days of completing military duty.
  - c. If the military duty was for more than one thousand four hundred forty (1440) hours, employees must submit a written notice for return to work to their supervisors, or other designated officials, within 90 calendar days of completing military duty.
3. Employees who are hospitalized or recovering from an illness or injury as a result of the military duty are to report for duty or apply for return to work as described above upon recovering from the illness or injury. The period of recovery may not exceed two (2) years.
4. If an employee is not able to perform the duties of his or her former position, even with reasonable accommodation, due to a disability sustained or aggravated during the military service, the employee will be employed in another job category in the Department for which the employee is qualified and is able to perform the essential functions, with or without reasonable accommodation.

## REFERENCE – HERO SOP 2.1

5. Employees who were absent due to ordered military duty are subject to changes within the structure and organization of the GDOT in the same manner as employees who were not absent.
6. Employees who return to duty following a period of military leave and who meet USERRA eligibility criteria cannot be discharged from employment, except for cause or as noted above, within one year after reemployment, so long as the employee's period of service was 181 days or more. If the period of service was 31-180 days, the period of special protection is 180 days. This special protection provision applies even if the employee is in the unclassified service.

For additional information or assistance, please contact the Office of Personnel, Employee/Management Relations Section.

### REFERENCES:

1. [Federal Law U.S.C. Title 38, Chapter 43 - Uniformed Services Employment and Reemployment Rights Act \(USERRA\)](#)
2. [Resource Guide to USERRA](#)
3. [Frequently Asked Questions](#)
4. Official Code of Georgia, Unannotated [38-2-279](#) - Rights of Employees on Military Duty
5. Rules of the State Personnel Board - Rule 18 (Leave)

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  - reviewed: 06/08/07
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2230-7

## *Court Leave*

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[\*See document history\*](#)

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### **LEAVE TO SERVE AS JUROR OR WITNESS:**

An employee shall be entitled to a leave of absence from duties, without loss of pay or time and without effect on any performance evaluation, on all days during which the employee shall be subpoenaed to serve as a juror or witness by any federal, state or local court, or any administrative tribunal. The time allowed for court leave shall include the time that the employee's presence is actually required by the court, plus such additional time as is reasonably necessary in the opinion of the department for the employee to prepare for or recuperate from the court duty.

Court leave includes out-of-state judicial proceedings, but not out-of-state administrative tribunals.

### **CONDITIONS:**

A copy of the subpoena must be submitted to the appropriate supervisor as a prerequisite for approval of court leave. Appropriate certification of service may also be required at the discretion of the department.

Employees are expected to report for work whenever the judicial proceeding schedule permits.

### **APPEARANCE ON BEHALF OF THE DEPARTMENT:**

Employees who are required to appear in court on behalf of the Department are in work status. No leave or leave without pay will be charged.



## REFERENCE – HERO SOP 2.1

Employees who are summoned to an administrative hearing, are expected to appear (e.g., before the State Personnel Board, Office of State Administrative Hearings, Unemployment Compensation, State Board of Workers' Compensation, Commission on Equal Opportunity, etc.). Employees so summoned are in work status during the time required to attend the hearing and for travel to and from the hearing. No leave or leave without pay will be charged.

### **LIMITATIONS:**

Court leave shall not be granted to an employee who is charged with a crime.

Court leave shall not be granted for any case or proceeding in which the employee is a litigant, defendant, or other principal party, or if the employee has any other personal or familial interest in the proceeding.

An employee subpoenaed to serve as a juror or witness on a regularly scheduled off day or on a day observed as a holiday is not entitled to any equivalent time off or other compensation from the GDOT for such service.

An employee shall not receive any compensation or compensatory time for any time spent serving as a juror or witness which exceeds the employee's regularly scheduled duty hours.

### **COMPENSATION FOR SERVING AS A JUROR OR WITNESS:**

Employees may accept a nominal fee paid by a court for service as a juror or witness.

Employees who appear in court on behalf of the department as a part of their job duties are considered to be in work status and may NOT accept a witness fee since these employees are eligible for reimbursement of travel and related expenses. See [TOPPS 7150-4](#).

### **REFERENCE:**

Official Code of Georgia Unannotated [34-1-3](#)  
Rules of the State Personnel Board, Rule 18, Leave and Holidays, [Section 18.600](#)  
Subpoenas Issued to Employees Concerning Job-Related Matters, [TOPPS 7150-4](#)

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- reviewed: 06/08/07



2230-8

## *Personal Leave Conversion*

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[See document history](#)

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### **GENERAL INSTRUCTIONS:**

Employees who have accumulated more than 120 hours of sick leave as of November 30 of any calendar year are eligible to convert up to 24 hours of the accumulation in excess of 120 hours to personal leave. (Example: As of November 30, 2005, an employee has a sick leave balance of 132 hours. The employee is eligible to convert up to 12 hours of sick leave to personal leave.)

### **CONDITIONS:**

Each eligible employee must notify their local personnel representative, in writing, no later than December 31 of each calendar year of the amount of sick leave he/she wishes to convert.

Personal leave can only be used the calendar year following conversion.

Any personal leave not used by December 31 of the year for which such leave was eligible for use will be lost and cannot be restored for any reason, including retirement.

Once sick leave has been converted to personal leave, it cannot later be changed back to sick leave.

If an employee transfers to another State Department, any unused personal leave balance will also be transferred.

If an employee terminates employment (resignation, dismissal, death, etc.) any unused personal leave balance will be lost, and no payment will be made for any unused balance.

## REFERENCE – HERO SOP 2.1

If an employee returns from a leave without pay and still has some unused personal leave that was converted for use during that same calendar year, the employee is eligible to use the personal leave. If the employee returns to duty in a different calendar year, he/she will not be eligible to use the leave.

### USE OF PERSONAL LEAVE:

The following conditions shall apply to the request and use of personal leave:

1. Personal leave must be requested in the same manner as annual leave.
2. Personal leave may be used by an employee for any approved absence.
3. Personal leave may only be taken upon approval of the department.
4. Personal leave taken for the purpose of outside employment does not constitute an emergency.
5. Any absence without proper authorization will be charged as unauthorized leave without pay.

Employees shall normally be required to provide at least a twenty-four (24) hour advance notice of a request to use personal leave unless an emergency exists. More advance notice will enable the department to have a greater opportunity to consider/reschedule workload issues and result in a greater likelihood of approval of personal leave requests. Employees should plan the use of personal leave so as not to interfere with the accomplishment of their assigned duties and work of the Department.

It shall be the responsibility of managers/supervisors to make every reasonable effort to accommodate requests for personal leave. Each manager/supervisor shall, however, schedule and coordinate the use of personal leave to insure that the workload of the department is accomplished.

### CONVERTING SICK LEAVE TO PERSONAL LEAVE:

During December of every calendar year, each employee will receive an individual Leave Totals Verification statement containing a summary of all their leave, holiday and compensatory time balances as of November 30 of that year. This report will also indicate if the employee is eligible for personal leave and if so, how much sick leave can be converted. **Note:** Employees may convert whole hours and partial hours in multiples of fifteen (15) minutes.

Employees should carefully read the conditions pertaining to personal leave provided on the back of the report along with the instructions on how to elect to convert sick leave to personal leave.

Employees should check the balances on the statement to insure the balances are correct as of November 30 of that year. Any discrepancies in leave balances should first be resolved with the individual in the employee's work unit responsible for processing leave. If the discrepancy cannot be resolved at that level, staff from the work unit should contact staff in the Office of Personnel.

## REFERENCE – HERO SOP 2.1

Each employee who wishes to convert some amount of sick leave to personal leave should designate the number of sick leave hours/minutes to be converted to personal leave in the appropriate blanks provided on the statement.

Any employee who does **NOT** wish to convert any sick leave to personal leave should check the appropriate box on the statement. The employee must sign and date the form in the space provided.

The form must be returned to the local personnel representative no later than December 31. Any forms returned after this date can **NOT**, by law, be processed.

The local personnel representative will verify that the employee is eligible to convert as requested on the form and proceed as necessary to complete the conversion. If forms are received wherein an employee has selected an odd number of minutes to be converted to personal leave, this number will be rounded down to the nearest quarter hour.

### **REFERENCE:**

[O.C.G.A. 45-20-16](#)

Rules of the State Personnel Board, Rule 18 Leave and Holidays, Section 18.1110  
Leave Regulations, [TOPPS 2230-1](#)

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2230-9

## *Family and Medical Leave*

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[See document history](#)

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The Family and Medical Leave Act (FMLA) of 1993 provides qualified employees with up to a 12 weeks (maximum) of unpaid leave each year for the birth or adoption of a child, for care of a spouse or an immediate family member with a serious health condition, or for their own qualifying medical condition. The Department has elected to use the calendar year as the basis for administering Family and Medical Leave.

### **USE OF PAID LEAVE**

The Georgia Department of Transportation (GDOT) permits employees to use available annual, sick, personal leave and/or State compensatory time, if appropriate, while on Family Medical Leave (FML) in order to remain in pay status. If sick leave is requested, absences must be for reasons that qualify for sick leave usage. (See GDOT Personnel Policy [Section 2230](#) for specific requirements.) If state compensatory time is requested, it must be used prior to the use of annual leave.

**Note: Under Federal regulations, FLSA compensatory time may not be used while on FML.**

### **USE OF FAMILY AND MEDICAL LEAVE**

Authorized officials cannot deny the use of FML when the provisions of this policy have been met. It is unlawful to interfere with, restrain, or deny the exercise of (or attempt to exercise) any right provided by the FMLA. Further, it is unlawful to discharge or discriminate against employees for opposing any practice made unlawful by the FMLA or for involvement in any proceeding relating to the FMLA. This policy does not, however, insulate any employee from disciplinary action based on conduct or performance deficiencies.

## REFERENCE – HERO SOP 2.1

### QUALIFYING REASONS

Both male and female employees may be eligible for FML for any of the following reasons:

1. Pregnancy and birth of the employee's child;
2. Care of the employee's newborn child;
3. The placement of a child with the employee for adoption or foster care and to care for the child after placement;
4. A serious health condition which makes the employee unable to perform the essential functions of the position; or
5. Care of the employee's child, spouse or parent who has a serious health condition.

### TERMS

For purposes of this policy, the following terms have the stated meanings.

1. "Spouse" means a husband or wife as defined or recognized under State law for purposes of marriage, including common law marriage, in the State where the employee resides.
2. "Parent" means a biological parent or an individual who stands or stood in loco parentis to an employee when the employee was a son or daughter as defined under "child" below. The term does not include parents-in-law.
3. "In loco parentis" means having day-to-day responsibilities to care for and financially support a child.
4. "Child" means a biological child, adopted child, foster child, stepchild, legal ward, or child of a person standing in loco parentis, who is either under age 18 or is age 18 or older and incapable of self-care because of a mental or physical disability.
5. "Family member" means spouse, parent or child as defined above.
6. "Incapable of self-care" means that the individual requires active assistance or supervision in areas such as grooming, hygiene, bathing, dressing, eating, cooking, cleaning, etc.
7. "Physical or mental disability" means a physical or mental impairment that substantially limits one or more of the major life activities of an individual.

### ELIGIBILITY

1. In order to be eligible for FML, employees must:
  - A. Have been employed with State government for a minimum of twelve (12) months. (The twelve (12) months do not need to be consecutive; there can be a break in service. Time worked for State government through a temporary services agency may count toward the twelve (12) months minimum requirement if all other conditions are met);
  - B. Have been present at work for a minimum of 1,250 hours during the twelve (12) months immediately before the beginning of FML (does not include holidays or time away from work on paid or unpaid leave, but does include any overtime worked and may include time spent on active military duty); and
  - C. Have a qualifying reason for taking FML.

## REFERENCE – HERO SOP 2.1

2. Eligibility for FML to care for a newborn child begins on the date of birth and ends twelve (12) months after the date of birth.
3. Eligibility for FML due to the placement of a child with the employee for adoption or foster care may begin prior to the date of placement if absence from work is needed for the placement to proceed. Eligibility ends twelve (12) months after the date of placement.
4. FML for a serious health condition is limited to the time determined to be medically necessary by the attending health care provider.
5. FML to care for a family member with a serious health condition ends if the family member dies. The date of death is the last day that qualifies for FML.
  - A. Authorized officials may approve other types of leave after the date of death of an employee's family member in accordance with Office of Personnel Policy [Section 2230 - LEAVE and HOLIDAYS](#).
  - B. A leave of absence without pay may also be considered in accordance with DOT policy.
6. In accordance with Federal regulations, when both husband and wife are eligible State employees, they are limited to a combined total of twelve (12) work weeks of FML in a calendar year for the following reasons:
  - A. Birth of the employee's child;
  - B. Care of the employee's newborn child;
  - C. Placement of a child with the employee for adoption or foster care, or to care for the child after placement; or
  - D. Care of the employee's parent with a serious health condition.

Each spouse is entitled to use the difference between the amount of FML he or she has taken individually for one of the above reasons and the twelve (12) work week maximum for other qualifying reasons.

## SERIOUS HEALTH CONDITION

A "serious health condition" is defined as an illness, injury, impairment or physical or mental condition that involves:

1. Inpatient care in a hospital, hospice or residential medical care facility, including any period of incapacity (i.e., inability to work, attend school or perform other regular daily activities), or any further treatment in connection with inpatient care; or
2. Continuing treatment by a health care provider which includes any one (1) or more of the following:
  - A. A period of incapacity of more than three (3) consecutive calendar days, and any subsequent treatment or period of incapacity relating to the same condition that also involves:
    - i. Treatment two (2) or more times by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or other referred health care services provider; or
    - ii. Treatment by a health care provider at least once which results in a regimen of continuing treatment (e.g., prescription medication) under the supervision of the health care provider;

## REFERENCE – HERO SOP 2.1

- B. Any period of incapacity due to pregnancy or for prenatal care;
  - C. Any period of incapacity or treatment due to a chronic serious health condition which requires periodic treatment, continues over an extended period of time, and may cause episodic rather than a continuing period of incapacity (e.g., asthma, diabetes, migraines, etc.);
  - D. Any period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective (e.g., Alzheimer’s Disease, a severe stroke, etc.); or
  - E. Any period of absence to receive multiple treatments (including recovery period) either for restorative surgery after an accident or other injury, or for a condition that would likely result in incapacitation of more than three (3) calendar days if not treated (e.g., chemotherapy for cancer, dialysis for kidney disease, etc.)
3. Substance abuse may meet the criteria for a serious health condition. FML may be taken for substance abuse treatment or to care for a child, spouse or parent who is receiving substance abuse treatment. FML for substance abuse treatment does not prevent the Department from taking appropriate disciplinary action against an employee for conduct or performance deficiencies.

### HEALTH CARE PROVIDER

“Health care provider” means the following:

- 1. Doctors of medicine or osteopathy;
- 2. Podiatrists, dentists, clinical psychologists, optometrists;
- 3. Chiropractors (limited to treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by X-ray to exist) authorized to practice in the State of Georgia;
- 4. Nurse practitioners, nurse-midwives, clinical social workers;
- 5. Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts;
- 6. Any health care provider from whom the Department or the State Health Benefit Plan will accept certification of the existence of a serious health condition to substantiate a claim for benefits; and
- 7. Health care providers listed above who practice in a country other than the United States who are authorized to practice in accordance with the law of that country, and who are performing within the scope of their practice as defined under such law.

### TIME FRAMES

- 1. Eligible employees are entitled to up to twelve (12) work weeks of FML between January 1 and December 31 each year.
- 2. The twelve (12) work weeks of FML are based on an employee’s regular work schedule. For example, full-time employees who regularly work five (5) days per work week will be charged one (1) work week of FML for every five (5) days absent from work. Similarly, part-time employees who regularly work three (3) days per work week will be charged one (1) work week of FML for every three (3) days absent from work. If a



## REFERENCE – HERO SOP 2.1

holiday(s) occurs during a week of FML, the holiday(s) counts toward FML as if it were a work day.

### POSTING FMLA NOTICE

1. Information regarding FMLA and procedures for filing complaints of violations is included in the FMLA notice, YOUR RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT OF 1993. This notice is available on TOPPS under [2110-4, Workplace Notices](#).
2. Districts and Offices are to permanently post the notice in prominent locations where notices to employees and applicants are customarily displayed and are to post such revised notices as they become available.

### REQUEST

1. Employees are responsible for notifying supervisors or authorized officials of the need for FML.
  - A. Employees must give supervisors or authorized officials adequate notice (usually thirty [30] calendar days) when FML is foreseeable.
  - B. When thirty (30) calendar days advance notice is not possible, employees must give supervisors or authorized officials notice as soon as they become aware that FML is necessary. FML may be delayed when adequate notice is not provided.
  - C. If FML is foreseeable based on planned medical treatment, employees must make a reasonable effort to schedule the FML, subject to the approval of the attending health care provider, when the operations of the work unit will not be unduly disrupted.
2. When requesting FML, employees are to provide a completed FAMILY AND MEDICAL LEAVE REQUEST FORM (See form [DOT 4120](#)) to supervisors or authorized officials, unless submitting this form is not possible. The following information must be provided:
  - A. Beginning and ending dates of requested FML;
  - B. Request for use of available annual, sick, personal leave and/or State compensatory time, if appropriate, or leave without pay; and
  - C. Reason for the FML. The reason for the absence must be explained in order to determine whether the absence qualifies for FML.
3. Employees requesting FML due to a serious health condition (including pregnancy/child birth) must provide to supervisors or authorized officials a CERTIFICATION OF SERIOUS HEALTH CONDITION Form (See Form [DOT 4122](#)) or other medical statement with similar information, completed by the attending health care provider. The certification must be provided as follows:
  - A. When FML for a serious health condition is foreseeable, this certification should be provided before the absence begins.
  - B. When it is not possible to provide this certification before the absence begins, employees must provide the certification within fifteen (15) calendar days of the date it is requested.

## REFERENCE – HERO SOP 2.1

When a single serious health condition requires multiple absences (e.g., asthma, chemotherapy, etc.), a separate medical statement is not required for each absence.

4. Employees requesting FML due to adoption or foster care are to provide to supervisors or authorized officials the completed CERTIFICATION OF ADOPTION OR FOSTER CARE Form (See Form [DOT 4121](#)) or similar form. Separate FML request forms and certification forms are not needed to cover each absence. These forms need to be submitted only one time, unless the circumstances regarding the placement change to the extent that updated information is needed.

### RESPONSE

1. Supervisors or authorized officials are to respond to FML requests **within two (2) business days** after notice of the need for leave, if feasible. Such initial notice may be oral, but must be confirmed in writing by the next payday (or by the subsequent payday if the next payday is less than one week away.)
2. If the request for FML is approved, the approval notice must include the following:
  - A. That the leave will count against the employee's annual FML entitlement;
  - B. Any requirements for furnishing medical certification and the consequences for failing to do so;
  - C. The employee's right to substitute paid leave and any conditions related to substitution;
  - D. Any requirements for making premium payments to maintain health benefits and the consequences for failing to do so;
  - E. Any requirements for presenting fitness for duty certificates prior to returning to work; and
  - F. The employee's right to the same or an equivalent job upon return from FML.
3. If the employee is not eligible for FML, a notice shall be provided to the employee stating the reason(s) that the FML was not approved.
4. If sufficient information is not available to determine whether FML should be approved, authorized officials may conditionally approve the FML contingent upon receiving required documentation.
  - A. If the request is based on a serious health condition, the conditional approval notice is to include a statement that a completed CERTIFICATION OF SERIOUS HEALTH CONDITION Form or other medical statement with similar information must be submitted to supervisors or authorized officials within fifteen (15) calendar days.
  - B. When the required documentation is received, employees will be advised if the FML is approved or denied.
  - C. If the required documentation is not provided by the deadline date, the absence may not qualify for FML, or the use of FML may be delayed.
5. If there is a question as to the validity of the certification for FML, the employee may be required to obtain a second opinion from a health care provider chosen by the Department and paid for by the Department. The Department cannot select a health care provider who regularly provides services to the Department.

## REFERENCE – HERO SOP 2.1

6. If the initial certification and the second opinion differ, the employee may be required to obtain a third opinion from a health care provider jointly selected by the employee and the Department. The third opinion, if required, will be at the Department's expense and will be final and binding.
7. If timely notices are not provided by supervisors or authorized officials, employees are NOT entitled to additional time beyond the maximum amount of twelve (12) work weeks for FML.
8. Supervisors, managers or other Department official are prohibited from directly contacting the employee's health care provider (except in workers' compensation cases.)
9. Supervisors or authorized officials who do not comply with the requirements of this policy are subject to disciplinary action up to and including separation.

### CONCERNS WITH PROCESS

Employees who believe that their FML requests have not been processed correctly should discuss their concerns with supervisors or authorized officials, their personnel representative or the Office of Personnel – Employee Management Relations Section.

### DESIGNATING FAMILY AND MEDICAL LEAVE

It is the responsibility of supervisors or authorized officials to designate FML as appropriate. If FML is determined appropriate, employees are to be placed on FML **even when they do not submit a request**. Supervisors or authorized officials may learn that an absence or part of an absence from work qualifies for FML either during or after the period of absence. In these circumstances, FML should be designated as follows:

1. When supervisors or authorized officials learn that an employee is eligible for FML during a period of absence, any portion of the absence from work which qualifies for FML should be designated as such.
2. Generally, absences from work may not be retroactively designated as FML after an employee has returned to work. However, FML may be designated retroactively under the following circumstances:
  - A. When the employee was absent for an FML reason and the Department did not learn of the reason for the absence until the employee's return. The retroactive designation must be made within two (2) business days of the employee's return to duty.
  - B. When the Department knows the reason for leave but has not been able to confirm that the leave qualifies under the FMLA. In such cases, the FML designation must be made promptly upon receipt of appropriate certification.

When the reason for the absence is known by the Department beforehand (e.g., pregnancy/child birth), employees are **NOT** to be retroactively placed on FML after they return to work.

## REFERENCE – HERO SOP 2.1

### PAY STATUS/ BENEFITS

1. Employees may use paid leave (annual, sick, personal and/or State compensatory time, if appropriate), may take leave without pay, or may use a combination of both to cover the absence from work. Use of paid leave must comply with Office of Personnel Policy [Section 2230 – LEAVE and HOLIDAYS](#) (e.g., sick leave may be used only for reasons that qualify for sick leave.) Even with the use of paid leave, the absence is charged against the employee's twelve (12) week FML entitlement.
  - A. Absences due to morning sickness and other pregnancy related absences (including the two (2) weeks immediately before delivery) generally qualify for use of sick leave by female employees.
  - B. The first six (6) weeks following the birth of a child generally qualify for use of sick leave by female employees. Additional use of sick leave due to the birth of a child must be supported by a medical statement (e.g., serious health condition of the mother or child). Fathers (male employees) would generally be eligible to use sick leave if their presence is needed due to the serious health condition of the mother or child but would not be eligible to use sick leave otherwise.
  - C. Fathers (male employees) are generally NOT eligible to use sick leave for the birth of a child, unless his presence is needed due to the serious health condition of the mother or child.
2. Since leave donations are credited to recipients' sick leave balances, employees who are on FML can only use donated leave for absences that qualify for use of sick leave.
3. FLSA compensatory time cannot be used in conjunction with the twelve (12) work weeks of FML.
4. While on FML, employees who have health insurance benefits through the State Health Benefit Plan are entitled to maintain this health insurance coverage at the employee rate. If premiums change while employees are on FML, they are responsible for paying the new premiums.
5. In order to maintain health insurance and any benefits through the Flexible Benefits Program (e.g., Accidental Death and Dismemberment Insurance, Dental Insurance, etc.), employees on FML with pay will continue to pay premiums through payroll deductions.
6. Employees on FML without pay will be advised of the cost for maintaining health insurance and any benefits through the Flexible Benefits Program, arrangements for making payments, and consequences for not making timely payments.
  - A. Employees on FML without pay must complete and submit the following forms to their human resource/personnel representative or the Office of Personnel, as appropriate, to continue health insurance benefits:
    - i. REQUEST TO CONTINUE HEALTH BENEFITS DURING LEAVE OF ABSENCE WITHOUT PAY (SHBP Form 66-003);
    - ii. DISABILITY CERTIFICATION (SHBP Form 66-005), if appropriate; and
    - iii. A copy of the completed CERTIFICATION OF SERIOUS HEALTH CONDITION Form (See DOT Form 4122) or other medical statement with similar information.

## REFERENCE – HERO SOP 2.1

7. Employees with at least one (1) year of participation in the Group Term Life Insurance Program under the Employees' Retirement System (ERS) may retain coverage while on FML without pay. A request to continue coverage must be made in writing to ERS prior to beginning the FML without pay. Coverage terminates if this written request is not received.

### SYSTEM ENTRY

When an employee is on FML for one (1) or more continuous work weeks, the appropriate personnel representative should complete and submit the EMPLOYEE DATA CHANGE FORM (EDC) to place the employee on FML with and/or without pay. When an employee is absent for less than one (1) continuous work week (including intermittent FML absences or reduced leave schedules), it will not be necessary to submit an EDC; however, appropriate documentation of the FML absence must be maintained on the employee's semi-monthly timesheet and on leave request forms.

### RECERTIFICATION

Employees on FML due to a serious health condition may be required to provide recertification of the serious health condition at the employee's expense. Recertification cannot be required more often than every thirty (30) calendar days.

### INTERMITTENT/REDUCED LEAVE SCHEDULE

1. FML may be taken intermittently or on a reduced leave schedule under certain circumstances.
  - A. Intermittent leave is leave taken in separate blocks of time due to a single qualifying reason (e.g., morning sickness, prenatal examinations).
  - B. A reduced leave schedule reduces an employee's normal work hours per work week or per work day.
2. An employee may take FML intermittently or on a reduced leave schedule when medically necessary due to his or her own serious health condition or when necessary to provide care or psychological comfort to a qualifying family member with a serious health condition. A medical statement is not required for each absence when FML is taken intermittently. However, documentation may be required initially, and recertification may be required no more often than every thirty (30) calendar days.
3. FML may **not** be taken intermittently or on a reduced leave schedule after the birth of a child or placement of a child for adoption or foster care, unless the mother has a serious health condition in connection with the birth of her child or if the child has a serious health condition.
4. Employees who request FML on an intermittent or reduced leave schedule basis may be required to temporarily transfer to an available alternative position that better accommodates recurring periods of absence.
  - A. The alternative position must have equivalent pay and benefits, but is not required to have equivalent duties.

## REFERENCE – HERO SOP 2.1

- B. Employees must not be transferred to alternative positions in order to discourage the use of FML or to positions that represent a hardship (e.g., employees may not be transferred to a less desirable shift).
  - C. When the need for intermittent leave or a reduced leave schedule ends and employees are able to return to their normal work schedules, they must be returned to their former positions or equivalent positions.
5. Only the amount of leave actually taken on an intermittent or reduced leave schedule basis may be counted toward the twelve (12) work weeks of FML. For example, employees who normally work five (5) days per work week and take off one (1) day for intermittent FML will be charged 1/5 work week of FML. Similarly, full-time employees who reduce a work week from forty (40) to twenty (20) hours are charged ½ work week of FML.

### RETURN TO WORK

1. Employees who have complied with the terms and conditions in the FML approval notice are entitled to return to the same position, or an equivalent position with the same pay and grade, benefits and comparable working conditions, at the expiration of FML.
  - A. Employees do not retain this entitlement if, at the expiration of FML, they are unable to perform the essential functions of the position, with or without reasonable accommodation, due to physical or mental condition.
  - B. Employees on FML do not have greater rights to return to work than they would have if they had continuously remained at work. For example, employees who are on FML during a staff reduction do not have a right to return to work if they are laid off due to the staff reduction.
2. Employees returning from FML (other than intermittent FML) due to their own serious health condition will be required to submit a return-to-work statement from the attending health care provider prior to returning to work (See Form [DOT 4123](#), which may be used for this purpose.) This statement must certify that the employee is capable of performing the essential functions of the position, with or without reasonable accommodation. Employees who do not provide a required statement should not be allowed to return to work.
3. When an employee returns to duty following FML, the appropriate personnel representative should submit a completed EMPLOYEE DATA CHANGE FORM (EDC) to the appropriate transactions staff for entry.

### RECORD KEEPING

All FML related employment records must be maintained for at least three (3) years and made available upon request by the U. S. Department of Labor. These records include, but are not limited to, the following:

1. Correspondence between the employee, supervisor or authorized official regarding FML;
2. Records of any dispute regarding designation of leave as FML; and
3. Any documents describing employee benefits or Department policies and practices regarding the taking of leave with and without pay.

## REFERENCE – HERO SOP 2.1

### CONFIDENTIALITY

Medical information related to FML is confidential and is available to individuals on a “need to know” basis only. FMLA is a complex Federal Law that is used often and must be applied accurately.

### CONCURRENT DESIGNATION OF FAMILY MEDICAL LEAVE

FML may run concurrently with other State and Federal laws, including: workers’ compensation, reduced work schedules under the Americans with Disabilities Act, etc., or with other benefit programs, including short term disability. It is the supervisor’s or manager’s responsibility to designate all FML-qualifying absences as FML in addition to making any other appropriate leave designations.

Any questions or concerns about this policy should be directed to the Office of Personnel Employee Management Relations Section.

### **REFERENCES:**

Federal Family and Medical Leave Act (FMLA) 29 USC 2601 et seq.  
U.S. Department of Labor 29 CFR Part 825

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*Authored by the Office of Personnel, 404-656-5260*

### ***Document History:***

- added to MOG: 01/07/93
  - added to TOPPS: 12/18/95
  - application form added: 08/30/99
  - revised: 12/31/03
  - reviewed: 05/01/04
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  - renumbered from 2230-24 to 2230-9: 11/23/05
  - reviewed: 06/08/07
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*2230-10*

## *Administrative Leave*

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[\*See document history\*](#)

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### **VOTING TIME:**

An employee who is qualified and registered to vote shall, subject to the limitations below, be permitted to take time off from work. The time off shall be provided in order to vote in any municipal, county, state or federal primary or election. Voting time will only be approved on the day on which a primary or election is held or during an authorized advance voting period.

Voting Time shall not exceed two (2) hours and shall not be granted to an employee if:

1. Polls are open two (2) hours before the time an employee is scheduled to report for work;  
or,
2. Polls are open two (2) hours after the time an employee's scheduled work day ends.

The agency may specify the hours during which the employee may be absent to vote.

### **BLOOD DONATION:**

Employees shall be allowed a leave of absence without loss of pay for the purpose of donating blood computed at two hours per donation, up to four (4) times per calendar year. However, any employee who donates blood platelets or granulocytes through the pheresis process shall be allowed a leave of absence without loss of pay which shall be computed at four (4) hours per donation up to four (4) times per calendar year.



## **REFERENCE – HERO SOP 2.1**

The agency may specify the hours of absence for donation of blood or platelets. If the employee does not use the full amount of time allowed for blood or platelet donation, he/she does not accrue any right to additional absence or payment.

### **ORGAN DONATION:**

Employees who donate an organ for the purpose of transplantation shall receive a leave of absence, with pay, of up to thirty (30) calendar days. A donor shall not be entitled to such leave of absence with pay unless he or she furnishes to his or her supervisor a statement from a medical practitioner who is to perform such transplantation procedure or from a hospital administrator that the employee is making an organ donation. If such donation does not occur, the provisions of this section shall not be applicable. For the purposes of this section, the term 'organ' means a human organ, including an eye, that is capable of being transferred from the body of a person to the body of another person.

### **BONE MARROW DONATION:**

Employees who serve as a bone marrow donor for the purpose of transplantation shall receive a leave of absence, with pay, of up to seven (7) calendar days. An employee shall not be entitled to such leave unless he or she furnishes to his or her supervisor a statement from a medical practitioner who is to perform such transplantation procedure or from a hospital administrator that the employee is serving as a bone marrow donor. If such donation does not occur, the provisions of this section shall not be applicable.

### **TEMPORARY EMERGENCIES:**

See [TOPPS Section 2112](#), Inclement Weather.

### **PREPARATION TIME FOR PROCESSING A GRIEVANCE:**

The agency will grant an employee a leave of absence without loss of pay or time for the employee to process a grievance. Such leave shall not exceed four (4) hours per grievance and may not exceed twelve (12) hours per calendar year. The agency may specify the date, hours and location of the preparation time.

### **DISASTER VOLUNTEER LEAVE:**

An employee who is a certified disaster service volunteer of the American Red Cross may be granted leave with pay not to exceed fifteen (15) workdays in any twelve (12) month period to participate in specialized disaster relief services for the American Red Cross. Such leave is contingent upon the request of the American Red Cross for the services of that employee and upon the approval of the agency and coordinated through the GEMA director of emergency management. Leave under this section shall be granted only for services related to a disaster occurring within this state or in a contiguous state which has a reciprocal statutory provision.

## REFERENCE – HERO SOP 2.1

### REFERENCE:

Rules of the State Personnel Board, Rule 18, Leave and Holidays, Section 18.900

Voting Time, [O.C.G.A. 21-2-404](#)

Blood Donation, [O.C.G.A. 45-20-30](#)

Organ Donation, [O.C.G.A. 45-20-31\(a\)](#)

Bone Marrow Donation, [O.C.G.A. 45-20-31\(b\)](#)

Disaster Volunteer Leave, [O.C.G.A. 38-3-90 et. Seq.](#)

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*Authored by the Office of Personnel, 404-656-5260*

### *Document History:*

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  - platelets added to [second paragraph](#) under Blood Donation: 02/09/07
  - reviewed: 06/08/07
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2230-11

## *Leave Donation*

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[\*See document history\*](#)

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The Georgia Department of Transportation (GDOT) permits eligible employees to donate or receive leave from other employees of the Department of Transportation. This policy specifies criteria to be utilized in authorizing solicitations for donated leave and designates staff authorized to administer leave donations. Leave donation shall be from employee to employee and shall be strictly voluntary. The identity of donors shall be confidential and shall not be provided to the recipient or to any other individual unless necessary to administer the donation or required by law. Donation. This policy applies to all Department of Transportation employees who are eligible to accrue leave and who meet the specified criteria.

### **I. General Provisions**

- A. A GDOT employee (donor) may volunteer to donate accrued leave directly to another GDOT employee (recipient) in accordance with the criteria established in this policy. Donations may **NOT** be made to or received from employees of other state agencies.
- B. Leave may only be donated to a recipient who has been approved by the appropriate Office Head/ District Engineer, or designee to receive such donations.
- C. The donation of accrued leave is voluntary. No employee will be coerced to donate accrued leave nor will there be any retaliation against an employee who declines to donate leave.
- D. Annual, personal and/or sick leave can be donated. No other kind of time or leave (i.e. accrued FLSA compensatory time, forfeited leave) can be donated.
- E. Donations not used or eligible to be retained by the recipient will be returned to the donor.
- F. A GDOT employee cannot solicit or use donations for any occupationally related accident or illness which is compensable under Workers' Compensation benefits or for a disability incurred in the course of committing a felony or assault.

## REFERENCE – HERO SOP 2.1

- G. A GDOT employee cannot solicit donations if the Department has been notified that the employee is so disabled that the employee will likely be unable to return to duty at any time.

### II. Recipient/ Donor Eligibility

- A. To be eligible to use donated leave, a recipient must:
1. have been continuously employed for not less than twelve (12) months by the Department of Transportation;
  2. be employed in a position entitled to earn and use leave;
  3. have used all accrued and forfeited leave and all available compensatory time and must have been on authorized leave without pay for eighty (80) consecutive hours;
  4. not be on contingent leave without pay;
  5. use the donated leave **ONLY** for purposes which qualify for the use of sick leave (See [TOPPS 2230-4](#));
  6. not have been on an attendance or other corrective action plan or undergoing disciplinary action for leave abuse or misuse in the twelve (12) month period preceding the request;
  7. submit a written request to the employee's supervisor using the DOT [Request to Solicit Donated Leave Form 2230-11-A1](#); and
  8. submit an acknowledgement of terms and conditions using the DOT [Donated Leave Acknowledgement Form 2230-11-D](#).
- B. In order to donate leave, a donor must:
1. have been continuously employed for not less than twelve (12) months by the Department of Transportation;
  2. have a balance of not less than sixty (60) hours of annual leave *after donation, if donating annual leave*;
  3. have a balance of not less than sixty (60) hours of sick leave *after donation, if donating sick leave*;
  4. make a donation in whole two (2) hour increments; (A donor may donate any amount of accrued annual leave or personal leave and not more than one hundred and twenty (120) hours of sick leave in a calendar year.) and,
  5. complete a Accrued Leave Donation Form, DOT 2230-11B to:
    - a. authorize the deduction of leave from an accrued balance;
    - b. identify the recipient; and,
    - c. specify the type and amount of leave to be donated.
  6. mail the DOT Accrued Leave Donation Form to the General Office Personnel Office at the General Office in Atlanta where the Leave Keeper will:
    - a. certify the donor's leave balance(s) in coordination with the District/Office;
    - b. report to the donor's District/Office the amount of leave that will be subtracted from the donor's total(s).
    - c. report to the recipient's District or Office the amount of donated leave that will be added to the recipient's leave totals; and,

## REFERENCE – HERO SOP 2.1

- d. make appropriate adjustments to the donor's sick, annual, or personal leave balance(s) and to the recipient's sick leave balance in the computer system.

### III. Limitations And Notice Of Donated Leave

1. All types of leave donations, not to exceed five hundred and twenty (520) hours, will be credited as sick leave to a recipient in the order they are received. Donations received after the maximum has been reached or after the posted deadline will not be accepted and will be returned to the appropriate donor(s).
2. Multiple donations will be permitted for the same recipient; provided, however, that no recipient will be credited with more than one thousand forty (1040) hours of donated leave in any consecutive (2) two calendar year period.
3. Once a recipient has returned to duty, not more than forty (40) hours of donated leave may be retained for the recipient's use.
4. While using donated leave, the recipient will also accrue annual and sick leave. This newly accrued leave must be used prior to continuing to use donated leave.
5. The recipient will be advised in writing by the appropriate personnel office of the amount of leave credited.

#### Office of Personnel

The Office of Personnel shall be responsible for determining the order in which leave donations are received and used and which, if any, unused donations are to be returned to the donor.

#### Information

Questions regarding this policy should be referred to the Office of Personnel.

The procedures for requesting donated leave may be read in the **MAP** Manual of Administrative Services.

#### Reference:

Rules of the State Personnel Board, Rule 30, Leave Donation Sick Leave, [TOPPS 2230-4](#)

#### Attachments:

- DOT Request to Solicit Donated Leave, [Form 2230-11-A1](#)
  - Certification of Health Care Provider, [Form 2230-11-A2](#)
  - Georgia DOT Medical Release, [Form 2230-11-A3](#)
  - DOT Donated Leave Solicitation Notice, [Form 2230-11-C](#)
  - DOT Donated Leave Acknowledgemnt, [Form 2230-11-D](#)
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## REFERENCE – HERO SOP 2.1

*Authored by the Office of Personnel, 404-656-5260*

### *Document History:*

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  - reviewed: 06/08/07
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2230-12

## *Holidays and Deferred Holidays*

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[See document history](#)

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### **Current holiday schedule**

**A. The following holidays are designated by statute for observance by employees of the Georgia Department of Transportation and other state agencies:**

January 1	New Year's Day
January 19*	Lee's Birthday
3rd Monday in January	M. L. King's Birthday
3rd Monday in February*	Washington's Birthday
April 26	Confederate Memorial Day
Last Monday in May	National Memorial Day
July 4	Independence Day
1st Monday in September	Labor Day
2nd Monday in October	Columbus Day
November 11	Veteran's Day
4th Thursday in November	Thanksgiving Day
December 25	Christmas Day

AND

Any day proclaimed or designated by the Governor of Georgia or the President of the United States as a day of fasting and prayer or other religious observance.

**B. Observance of Holidays**

## REFERENCE – HERO SOP 2.1

The Governor may, by proclamation, authorize employees to observe holidays as non-workday with pay. Holidays which occur on a Saturday will normally be proclaimed for observance on the preceding Friday. Holidays which occur on Sunday will normally be proclaimed for observance on the following Monday.

\*Note: Lee's Birthday and Washington's Birthday are, by law, not observed while the General Assembly is in session. These holidays are normally added to the Thanksgiving and Christmas observances. Employees are not entitled to any time off or compensation for these holidays until they are actually observed.

### C. Holidays Occurring after Active Service

An employee shall not be paid for any holiday or unanticipated non-workday which occurs after the last day of active service or the last day in leave with pay status. However, if the holiday is in the same pay period and immediately succeeds the last day the employee is on duty or on leave with pay then the employee shall be paid for such holiday.

### D. Deferred Holidays

At times it becomes necessary for employees to work on days that are proclaimed by the Governor as holidays. In addition, a holiday may fall on a scheduled off day for employees on an Alternate Work Week, Alternate Working Hours or Four Day Work Week schedule. The Departmental policy on deferred holidays is as follows:

An employee who is required to work or whose normal time off occurs on a day proclaimed as a holiday shall be compensated or granted equivalent time off.

Any compensation or equivalent time off accrued for a holiday proclaimed on or after November 1, 1999, should be provided within one hundred and twenty (120) calendar days of the day proclaimed as a holiday. However, in circumstances where the operations of the Department are subject to seasonal fluctuations impacting the availability of the work force, employees shall be granted equivalent time off at any time within the calendar year in which the holiday has been accrued.

The maximum value of a holiday is eight (8) hours. Compensation or equivalent time off for working on a holiday shall not exceed the time actually worked or eight (8) hours, whichever is less. If an employee was scheduled to work more than eight (8) hours on a day observed as a holiday, the employee shall:

1. Use annual or personal leave;
2. Use accumulated compensatory time;
3. Adjust the work schedule **during the same work week**; or,
4. Be charged leave without pay for any portion of the excess not covered by options 1, 2 or 3 to cover the excess of eight (8) hours.



## REFERENCE – HERO SOP 2.1

Employees are required to use accumulated time off for holidays prior to the use of any other paid leave or compensatory time off.

The Supervisor approving the Time Report, DOT 1472, shall be responsible to insure compliance with this policy.

### **Reference:**

Georgia Merit System, Rules of the State Personnel Board, Rule 18 (Leave and Holidays)

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*Authored by the Office of Personnel, 404-656-5260*

### ***Document History:***

- added to MOG: 02/17/87
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  - link to current holiday list added: 12/14/99
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  - [information](#) concerning the observance of Lee's and Washington's birthdays added: 02/22/07
  - reviewed: 06/08/07
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Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	2	Administrative	Page 1 of 2
Article	2	Tips and Gratuities	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide policy, which prohibits the acceptance of Tips & Gratuities by any member of the HERO Unit for services provided.
  
- II. GENERAL: Salaries for the HERO operators are paid by the tax dollars received from the tax payers of Georgia, therefore, the services we provide to the traveling public has and is being paid for by those we assist.
  
- III. RESPONSIBILITY: It is the responsibility of each operator to be professional and maintain a high degree of integrity and refuse any offer of payment, tips or gratuities for services rendered.

IV. POLICY:

- The service the HERO Unit provides the freeway user, is paid for by their tax dollars and the integrity of our operation will be jeopardized by any violation of this most important policy.
  
- Traffic Incident Management personnel are not allowed to accept tips or gratuities from either the motorist or any other person(s) for services provided.
  - See TOPPS 2255-1      *Standards of Conduct*
  - See TOPPS 2255-9      *Gifts, Honoraria & Private Compensation of DOT Employees*

Section	2	Administrative	Page 2 of 2
Article	2	Tips and Gratuities	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

- Any employee with the HERO Unit caught violating this policy will be subject to adverse action, up to separation from the Department.

V. PROCEDURES:

- If offered money by a motorist, after providing assistance, politely express your thanks, and then explain that their tax dollars pay for this service and that tips and gratuities can not be accepted.

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
Mike Hendon, URS	09/2007	Updated TOPPS Policies



2255-1

## *Standards of Conduct*

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[See document history](#)

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Employees of the Georgia Department of Transportation (GDOT) are expected to maintain and exercise the highest moral and ethical standards in fulfilling their duties and responsibilities. Employees must conduct themselves in a manner that prevents all forms of impropriety, placement of self-interest above public interest, partiality, prejudice, threats, favoritism and undue influence. Conduct which reflects credit upon the Department and the State of Georgia is expected at all times from all employees.

Employees must be alert in conducting business with employees and non-employees to avoid even the appearance of misconduct, personal or financial gain or conflict of interest. While performing departmental duties, employees are required to comply with Federal and State laws, the Code of Ethics for Government Service, ([O.C.G.A. 45-10-1](#)), the Governor's Executive Order dated [January 13, 2003](#) and all GDOT policies.

### **GENERAL PROVISIONS:**

Written guidelines which cover all phases of employee conduct are not possible. This policy provides general guidance and some specific examples which establish a framework of principles to assist employees in performing their jobs in a professional manner. The Commissioner shall designate an Ethics Officer for the GDOT. The Ethics Officer shall take appropriate measures to ensure that employees are familiar with applicable ethics laws, Executive Orders and Department policies.

Employees are expected to maintain a professional and business-like relationship with fellow employees, supervisors and all non-departmental individuals with whom they may have business related contacts. Interactions with all individuals, especially co-workers shall be conducted in a courteous and civil manner.

## REFERENCE – HERO SOP 2.2

Questions concerning the interpretation of this policy should be directed to the Office of Personnel in the General Office.

### CONDITIONS OF EMPLOYMENT:

Employees must comply with the conditions of employment specified in laws, rules, policies, the State Code of Ethics, the Governor's Executive Order referenced previously and those terms and conditions of employment specified in their performance plans. Examples include but are not limited to:

1. Dressing appropriately and presenting a neat and clean appearance while on duty (See Standards of Dress, [TOPPS 2255-11](#));
2. Maintaining professional, civil and courteous relationships with co-workers and supervisors;
3. Maintaining a courteous, professional demeanor in the presence of contractors and contractor employees, DOT employees, and the general public;
4. Providing clear and accurate information in a professional manner;
5. Reporting for work on time and observing appropriate call-in procedures for late arrival and/or absence; 6
6. Using leave appropriately, including submitting timely requests and providing documentation for use of leave when required;
7. Observing established policies on health, safety, security and sanitation including notifying supervisors of circumstances or situations that present potential health hazards; and,
8. Complying with instructions from all supervisors and managers.

### CONFLICT OF INTEREST:

All employees have a duty of trust to the citizens of the State. No employee is permitted to make an improper profit from the exercise of the employee's duties and responsibilities or from information, knowledge or skills obtained from the performance of those duties and responsibilities. Employees are expected to avoid even the appearance of a conflict of interest and to report any apparent conflict of interest on the part of another employee to their supervisor or the Ethics Officer.

- A conflict of interest may exist when employees engage in activities which may financially or otherwise benefit themselves, their relatives or individuals with whom they are personally or financially involved as a result of knowledge, information or action taken in an official capacity as departmental employees.
- A conflict of interest may exist where there is no actual benefit to the employee. The mere presence of the opportunity may create the conflict.

Outside Activities: A conflict of interest may also arise when an employee engages in an outside activity which, while not necessarily incompatible or inconsistent with official duties, nevertheless is or becomes so extensive that it interferes with the proper and full-time performance of official departmental duties. Decisions regarding the existence of a

## REFERENCE – HERO SOP 2.2

conflict and its remedy are to be made by the appropriate Office Head/District Engineer in consultation with the Ethics Officer.

Appearance of Conflict of Interest: Employees are to make every reasonable effort to avoid even the appearance of a conflict of interest.

- An appearance of conflict exists when a reasonable person would conclude from the circumstances that the employee's ability to protect the public interest or perform public duties is compromised by personal interests.
- An appearance of conflict could exist even in the absence of a legal conflict of interest.

Impartiality: Employees shall disqualify themselves from participation in any official proceeding in which impartiality might reasonably be questioned due to employees' personal or financial relationships with participants in the proceeding.

Financial or Other Benefit Prohibited: Employees shall not directly or indirectly ask, accept, demand, solicit, seek or receive a financial or other benefit for themselves or for others in return for being influenced in the discharge of their official responsibilities.

**Consultation: Employees should consult with their supervisor before engaging in any activity outside their assigned duties and responsibilities that might have any relationship to the operations or public perception of the GDOT.**

Departmental Action: The Department reserves the right to take appropriate disciplinary action, to decline to appoint or promote an applicant/employee, and to reassign an employee in order to avoid or eliminate a conflict or the appearance of a conflict of interest based on any relationship of an employee to any other individual.

### **USE OF PRIVILEGED OR CONFIDENTIAL INFORMATION:**

Employees may have access to privileged or confidential information through their knowledge of official plans and programs which may be of significant interest to the public. This includes information acquired as a part of official duties and responsibilities, information acquired by interaction with fellow employees and information acquired by access to departmental facilities and operations.

No Financial or Other Benefit for Information: Employees shall not use confidential or privileged information in any manner which would result in financial or other benefit, directly or indirectly for themselves, their relatives, or individuals with whom they are personally or financially involved.

Release of Information by Authorization Only: Privileged or confidential information (e.g., contract bids and certain financial, personnel, or contractor information, etc.) is to be released only by authorized GDOT officials in accordance with official Department policy.

## REFERENCE – HERO SOP 2.2

- The release of any privileged or confidential information is not authorized to any person who does not have a legitimate need to know.
- Employees shall not disclose information gained in the course of, or by reason of, their official responsibilities in a way that would affect a personal financial interest for themselves, their relatives, or individuals with whom they are personally or financially involved.

Computer Information: Use of computers to obtain information concerning contractors and contractor employees, customers, other employees or third parties for non-work-related reasons is prohibited. (See Computer Information Systems Policy, [TOPPS 8010-2](#)).

### **DISCLOSURE, MISREPRESENTATION OR FALSIFICATION OF INFORMATION:**

All applicants and employees are required to disclose felony convictions on *APPLICATIONS FOR EMPLOYMENT* and convictions and/or pending charges on *STATE SECURITY QUESTIONNAIRE* and *LOYALTY OATH* Forms.

Material falsification or misrepresentation of any information, including criminal history, may result in an offer of employment being withdrawn from an applicant or disciplinary action up to and including dismissal of an employee. NOTE: "Material" refers to information which directly influences and/or impacts a hiring decision or performance of assigned duties and responsibilities based on records, credentials and/or qualifications.

### **ACTIVITIES AND RELATIONSHIPS WITH NON- EMPLOYEES & ORGANIZATIONS:**

Business With Non- Employees: Employees must be alert in conducting business with non-employees to avoid even the appearance of misconduct, personal benefit or conflict of interest.

Company Ownership: Employees must report ownership or partial ownership of a company if the company in which the employee is part owner is doing business, or seeks a business relationship with the GDOT, including any entity within GDOT.

Serving on a Board of Directors: Employees are prohibited from membership on the Board of Directors of any organization with which the GDOT contracts or conducts business.

Prohibition on Favors or Benefits: Employees are prohibited from accepting personal favors or benefits under circumstances which may influence or give the appearance of influencing their official activities. Such favors and benefits may not be accepted by employees on behalf of other individuals.

Third Party Payment of Travel and Business Expenses: The Governor's Executive Order dated [January 13, 2003](#) mandates that expenses paid by third parties for food, beverages,

## REFERENCE – HERO SOP 2.2

travel, lodging, and registration associated with an employee's participation in a meeting related to official or professional duties must be reported. The Georgia Department of Transportation (GDOT) has established [TOPPS 7195-11](#) to ensure compliance with the Governor's Executive Order.

Conflicts and Perceptions of Conflicts: Employees are prohibited from involvement in official activities in which a contractor, or customer is a relative, or in-law. Employees are prohibited from involvement in official activities in which a contractor, or customer is a personal acquaintance when the relationship creates a conflict or perception of conflict of interest.

- Employees are required to report such circumstances to their supervisors to avoid the appearance of giving unjustified preference or conflict of interest.
- Employees are encouraged to discuss the above circumstances with their supervisors if there are any questions concerning relatives, in-laws or personal acquaintances.

Conduct: Employees must conduct themselves in a professional, businesslike, positive, and courteous manner at all times towards contractors, contractor employees, and customers. Mistreatment of contractors, contractor employees, and other customers (customers includes the general public) in any form is a matter of concern at all supervisory levels and will not be tolerated.

Prohibited activities include, but are not limited to:

1. Obtaining alcohol or illegal drugs for or from contractors and contractor employees, or any other customer;
2. Gambling, buying, selling, trading, borrowing or lending goods or money with contractors and contractor employees, or customers;
3. Using relationships with, or information obtained on, current or former contractors and contractor employees, or other customers to take unfair advantage of them, their relatives, friends or personal acquaintances;
4. Engaging in sexual relationships, physical sexual conduct, or inappropriate verbal sexual conduct with contractors and contractor employees, or other customers, or otherwise taking sexual advantage of them; and,
5. Engaging in rude, argumentative, hostile or any form of unprofessional behavior toward contractors and contractor employees, or other customers.

### ACTIVITIES AND CONDUCT DURING WORKING HOURS:

Employee Relationships: Employees are expected to maintain a professional, businesslike, positive, and courteous relationship with fellow employees. DOT will not tolerate acts or threatened acts of violence in the workplace. Reports of threats or acts of violence will be thoroughly reviewed and appropriate action will be taken (See Preventing Workplace Violence, [TOPPS 2255-8](#)).

Prohibited behavior includes but is not limited to:



## REFERENCE – HERO SOP 2.2

1. Fighting or using threatening, abusive, or profane language, behavior or written material;
2. Argumentative behavior, whether directed toward a supervisor, contractor, customer, co-worker or any other party while on duty or while acting under color of office;
3. Using relationships with, or information obtained on, co-workers to take unfair advantage of them, their relatives, friends or personal acquaintances;
4. Lending or borrowing money from subordinates, supervisors or co-workers;
5. Unprofessional behavior such as sexual-related conversations, inappropriate touching of another employee (e.g., kissing, hugging, massaging, sitting on laps), racial or ethnic jokes and slurs, and other verbal or physical conduct of an offensive nature; and,
6. Intimate relationships between managers or supervisors and their subordinate staff members, through any line of authority, based on the significant potential for such relationships to present an actual or perceived conflict of interest. Employees who enter into such relationships are expected to notify higher management of the need for one or both of the employees in the relationship to be reassigned, so that a line relationship no longer exists between the employees. NOTE: Intimate relationships between co-workers are prohibited when the relationship has a demonstrated negative effect on the performance of either co-worker or the effective, efficient functioning of the work unit.

Investigations: Employees are required to cooperate fully and truthfully and provide assistance, when appropriate, with any type of investigation regarding alleged criminal or administrative misconduct. This includes activities such as cooperating in interviews, answering questions related to the performance of official duties, producing requested documents and polygraph examinations.

Work Time Usage: Employees are not to engage in activities other than official business during working hours. Prohibited activities include, but are not limited to:

7. Gambling on or in state property;
8. Conducting an outside business while on duty by any means of communication, such as wearing beepers, operating fax or copier machines, computers, telephones, etc., or soliciting or selling products on the work premises for personal profit;
9. Use of computers for non-work related reasons (See Computer Information Systems Policy, [TOPPS 8010-2](#));
10. Being on call for other employment; and,
11. Distributing advertisements, pamphlets, or similar literature or soliciting memberships (other than for work-related professional organizations).

Electronic Recording Guidelines: Employees are not authorized to electronically record conversations at work unless work-related and specifically approved by the supervisor of the organizational unit.

## REFERENCE – HERO SOP 2.2

- Supervisors are not to record conversations, meetings, etc. unless there is a specific work-related reason for doing so.
- Supervisors should consult with the Office of Personnel prior to recording or authorizing the recording of conversations.
- An internal grievance hearing or mediation session may be taped only by the authorized official(s) conducting the hearing or session.

Falsifying Records: Employees are prohibited from falsifying records (e.g., time cards, sign-in/ out sheets, and contractor or customer records) or any other documents prepared during the course of business. Researchers are specifically prohibited from falsification, plagiarism, or other practices that seriously deviate from those practices commonly accepted within the research community for proposing, conducting, or reporting research or any research-related activity.

Alcohol & Drugs: Possession or consumption of alcohol or illegal drugs; and/or reporting to work or being on duty with the presence of drugs or alcohol is prohibited.

Visitors in the Workplace: In order to minimize interference with normal operations and to avoid potential hazards and liability for the Department, visitors (e.g., children, other relatives, friends or acquaintances of employees) in the workplace during work hours are discouraged. Babysitting of children by employees while on duty is prohibited. Work units may establish specific prohibitions in accordance with work-related needs.

Personal Items in the Workplace: Offices, work stations, and office furniture are State property and are reserved for work-related activities. If approved, employees may have personal items in the office or work station, if suitable for the work area.

Examples include family photographs; certificates; diplomas; and small, discreet, decorative or inspirational items intended for the comfort and enjoyment of the employee. Such items must not be offensive or inflammatory, or otherwise inconsistent with the GDOT work setting.

Employees will be required to remove items that are determined to be inappropriate.

### **USE OF STATE PROPERTY:**

State property includes but is not limited to:

1. Office equipment (e.g., computers, telephones, copiers, fax machines, etc.);
2. Motor Vehicles; and,
3. Supplies of all kinds.

Official Use of State Property: Employees are not to use, or permit the use of, State property for other than official activities. Every employee has a positive duty to protect and conserve State property which has been issued or entrusted to them.

## REFERENCE – HERO SOP 2.2

- Voice mail and fax transmittals should convey professional, business-like messages.
- E-mail, Internet and other computer searches and communications should be professional and used for work related reasons only. The display or transmission of sexually oriented material is prohibited. Other misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be considered harassment of any individual whether or not that individual is an employee of the GDOT.

Telephones: Employees are prohibited from making or charging long-distance telephone calls to the Department, unless such calls are work-related. Personal local telephone calls of infrequent, short duration may be permitted. This privilege may, however, be withdrawn if abused.

Cell Phones: Employees are prohibited from using a state cellular phone for personal calls of any type. This prohibition includes local and long distance calls.

### **REPORTING FRAUD, WASTE, ABUSE:**

Employees are responsible for reporting suspected criminal or administrative misconduct including fraud, waste, and abuse relating to any State program or operation. Negligent use of State property or the destruction of State property is prohibited.

### **REFERENCE:**

Code of Ethics for Government Service, [O.C.G.A. 45-10-1](#)  
Executive Order dated [January 13, 2003](#)  
Criminal Proceedings Involving Employees, [TOPPS 2255-3](#)  
Nepotism, [TOPPS 2255-2](#)  
Computer Information Systems Policy, [TOPPS 8010-2](#)  
Preventing Workplace Violence, [TOPPS 2255-8](#)  
See Standards of Dress, [TOPPS 2255-11](#)  
Third Party Payment of Travel and Business Expenses, [TOPPS 7195-11](#)

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*Authored by the Office of Personnel, 404-656-5260*

### ***Document History:***

- added to Manual of Guidance: 09/28/82
  - added to TOPPS: 01/03/96
  - revised: 04/04/05
  - reviewed: 06/08/07
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2255-9

## *Gifts, Honoraria and Private Compensation of DOT Employees*

### *Commissioner's Policy*

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[\*See document history\*](#)

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In order to instill public trust and avoid even the appearance that employees of the Georgia Department of Transportation (GDOT) might be motivated by private or personal interest, the GDOT prohibits employee acceptance of gifts, honoraria or private compensation.

#### **Gifts:**

No employee, or any person acting on his or her behalf, may accept any gift from any person with whom the employee currently or potentially conducts official state business. An employee may, when acting as an official representative of the GDOT, accept a gift on behalf of the agency. Such gift shall be reported and transferred to the agency as required by the provisions of the Governor's Executive Order of [January 13, 2003](#).

"Gifts" means anything of value exceeding Twenty Five and No/100 Dollars (\$25.00) including, but not limited to, food, lodging, transportation, personal services, gratuities, subscriptions, memberships, trips, loans, extensions of credit, forgiveness of debts, or advances of money.

Gifts for coworkers for special occasions such as marriage, retirement, birth of a child, etc. should be of nominal value. Contributions of funds for such gifts shall be on an entirely voluntary basis. No employee shall be coerced, threatened or intimidated in any way regarding such contributions.

## REFERENCE – HERO SOP 2.2

### **Honoraria:**

No employee may accept any honoraria whatsoever.

Honoraria shall include, but not be limited to any offer of payment for appearing, speaking or being identified as an employee of the GDOT at any public or private conference, seminar, function or other event. See [TOPPS 7195-11](#), Third Party Payment of Travel and Business Expenses for additional information.

### **Private Compensation:**

Employees are specifically forbidden to accept payment from private sources for performing their duties. Employees are not allowed to solicit or to accept such payment and must decline to accept it if offered.

If a situation should arise where such a payment is made and it is not possible or practical to return the payment, the employee must forward the payment to the Treasurer's office with a clear written explanation of the circumstances. The Treasurer's office will send the employee a memo acknowledging receipt of the payment.

Any questions regarding this issue should be directed to the Office of the Treasurer.

### **Reference:**

Standards of Conduct, [TOPPS 2255-1](#)  
Third Party Payment of Travel and Business Expenses, [TOPPS 7195-11](#)  
Code of Ethics for Government Service, [O.C.G.A. 45-10-1](#)  
Executive Order dated [January 13, 2003](#)

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### **Document History:**

- added to Manual of Guidance: 02/21/95
- added to TOPPS: 01/03/96
- revised: 04/04/05
- reviewed: 06/08/07
- definition of [gifts](#) added: 06/27/07

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	2	Administrative	Page 1 of 3
Article	3	Shift Operations, Meals & Breaks	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish policies and procedures for hours of operation, meal times and routine breaks for HERO Operators.
- II. GENERAL: The HERO Unit operates four (4) shifts, designated as Alfa, Bravo, Charlie and Delta Teams. Each shift is allotted two (2), fifteen (15) minute breaks and one (1) thirty (30) minute meal break during their assigned duty shift.
- III. RESPONSIBILITY: It is the responsibility of the Traffic Incident Management Manager to assign personnel to those shifts / teams as he or she deems necessary to ensure adequate manpower is available to cover the designated patrol routes for each shift.
- IV. POLICY:
- Alfa Team - Hours of Operation:  
Monday – Friday,                   5:00 AM – 1:30 PM  
Meal Break,                           11:00 AM – 11:30 AM
  - Bravo Team – Hours of Operation:  
Monday - Friday,                   1:00 PM – 9:30 PM  
Meal Break,                           7:30 PM – 8:00 PM
  - Charlie Team consists of two (2) teams, both include weekday crews and a weekend crew. Their Hours of Operation are as follows:

Section	2	Administrative	Page 2 of 3
Article	3	Shift Operations, Meals & Breaks	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont.

**Charlie Team #1**

Monday – Friday	6:00 AM – 4:30 PM
Meal Break	11:30 AM – 12:00 PM
Saturday and Sunday	9:30 AM – 8:00 PM
Meal Break,	1:00 PM - 1:30 PM

Charlie Team #2

Monday – Friday,	11:00 AM - 9:30 PM
Meal Break,	4:00 PM - 4:30 PM
Saturday and Sunday,	11:30 AM - 10:00 PM
Meal Break,	4:30 PM - 5:00 PM

**NOTE:** Charlie Teams will be responsible for being, “on call” Saturday and Sunday nights. “On Call” will be accomplished by rotating the Charlie Team every other weekend.

- Delta Team - Hours of Operation:
 

Monday – Friday,	9:00 PM – 5:30 AM
Meal Break,	1:00 AM – 1:30 AM
- Established times for meal breaks and / or routine breaks may be subject to change due to incident response situations, for that reason, all breaks should be approved in advance of taking a break by the Shift Supervisor or Unit Manager.
- Meals and Breaks shall be taken within ½ mile of the HERO Operator’s
- Assigned route.

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Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES:

- All teams will be expected to have eaten prior to beginning their shift. For example, Alfa Team will have eaten breakfast and Bravo Team will have eaten lunch prior to starting their shifts.
- HERO Operators are expected to be patrolling on their assigned routes within thirty (30) minutes of the start of their duty shift.
- Patrolling ends thirty (30) minutes prior to the end of each shift, unless an operator is working an active incident.
- Operators shall advise the TMC when they begin a meal / break; as well as providing their location, since an incident may occur and require the operator to respond before finishing a meal and / or break.
- Special events, certain holidays and other situations may make it necessary to modify the hours of operation and days worked.
- All hours shall be governed by Departmental Policy as outlined in:
  - TOPPS 2225-1      *Work Schedules/Alternate Working Hours*
  - TOPPS 2235-1      *Fair Labor Standards Act Policy*
  - TOPPS 7153-2      *Time Basis for Payments*
- For this Unit the beginning of the work week will be considered 12:01 AM on Saturdays.

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
Mike Hendon	09/2007	Updated TOPPS Policies





2225-1

## *Work Schedules--Alternate Working Hours*

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[See document history](#)

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The Department of Transportation believes there are significant economic, personal, and production benefits that may be obtained by providing employees alternatives to the usual work week of five, eight hour days. This policy is designed to help managers and employees understand Variable Working Hours and their associated rights and responsibilities. This policy provides a general framework. It does not attempt to address the special conditions and needs of all units and offices. While all sections of the Department are encouraged to offer alternative working hours to employees, it is recognized that due to business needs, alternative schedules will not be available to all employees at all times of the year.

In managing variations in the work schedules for employees in any given work unit, the critical factor will continue to be the unit's ability to effectively accomplish its mission with only part of the staff being at work during some periods of time during the day. Keeping this in mind the following guidelines have been developed for implementation if the unit manager has determined that the mission of the unit can be accomplished within these guidelines:

### **Office Units**

Each office unit must have the necessary employees available to accomplish the mission of the unit during the CORE office hours of the day. The CORE office hours at the general office are 8:00 a.m. to 5:00 p.m. The CORE office hours in the Districts are 8:00 a.m. to 5:00 p.m. Employees are expected to follow a written preauthorized schedule approved by the Office Head/ District Engineer or designee to ensure that the mission of the office is accomplished.

### **Field Units**

A work unit such as a maintenance crew or a survey party that must have all workers on hand to effectively function will not be able to vary the hours of individual employees but may be able to adjust the whole unit's work hours as long as the unit is able to accomplish its mission. Hours of the work unit may vary due to weather conditions, hours of daylight, seasonal workloads, traffic considerations, contractor schedules, etc. Since these factors are already being considered when

## REFERENCE – HERO SOP 2.3


scheduling field units, there may be no need to make changes in the schedules for many field units.

### **General**

A schedule of five eight hour work days and a meal time of 30, 45, or 60 minutes is considered normal. An Office Head or District Engineer, however, may authorize employees to adjust their work days/hours by utilizing Alternate Working Hours, Alternate Work Week ([TOPPS 2225-3](#)) or Four Day Work Week (sometimes known as Compressed Work Week) ([TOPPS 2225-2](#)) scheduling.

Each unit manager is responsible for setting work schedules to ensure that each employee is scheduled for the correct number of hours in each work week.

Each manager is responsible to ensure that Fair Labor Standards Act (FLSA) regulations in regard to work are adhered to when scheduling covered employees. Contact your personnel office if there are any questions about an employee's work schedule.

It will be required in those instances where employees report to a central work location on a daily basis that a sign-in, sign-out sheet be maintained in order to assist the supervisor with keeping up with the employee's time. Attached is an  [example](#) that will be of assistance in developing the required sign-in, sign-out sheet.

The cooperation of all employees working together will be needed in order for this variable work hour policy to work effectively for the benefit of all.

### **Alternate Working Hours – Fixed Schedule:**

An Office Head or District Engineer may authorize employees who work a normal week to establish a fixed work schedule that utilizes hours other than those identified as CORE providing that the mission of the unit is not adversely affected. Such variable hours may begin no earlier than 6:00 a.m. and may end no later than 6:30 p.m. Once established, an alternate schedule should be considered an employee's usual schedule and should not be modified due to temporary circumstances. Adjusting an employee's schedule on a day-to-day basis is not authorized.

Each field unit manager may authorize employees who work a normal week to utilize hours that will effectively and efficiently accomplish the mission of the unit.

### **Alternate Working Hours – Flexible Schedule:**

Each employee requesting a Flexible Schedule must complete a Flexible Work Schedule Agreement, [DOT 4125](#). Following approval, a copy of the completed form must be forwarded to the Office of Personnel.

An Office Head or District Engineer may authorize employees who work a normal week to establish a fixed, five day work schedule, and to alter that schedule to respond to changing work

## REFERENCE – HERO SOP 2.3

loads, needs of the work unit or personal circumstances. The hours and/or days worked may be adjusted upon prior notification to, and approval by, the supervisor.

Approval of a request to use a Flexible Work Schedule is subject to business needs of the Department and work unit and may be rescinded at any time that the business needs change or an employee's performance is deemed to be less than 'Meets Expectations'.

Each employee is responsible for performing assigned responsibilities, not adversely impacting other employees of the work unit and securing approval of changes to the fixed schedule. Each employee is also responsible for documenting that the employee has accounted for a minimum of 40 hours during each work week by a combination of work hours or approved paid or unpaid leave. During any week in which a state holiday occurs, an employee may NOT arrange the employee's schedule so that the employee would be entitled to deferred holiday compensation.

Each supervisor is responsible for assuring the needs of the work unit are met and that each employee has accounted for a minimum of 40 hours during each work week. Each supervisor is also responsible for assuring that all requirements of the Fair Labor Standards Act and state policy regarding overtime and compensatory time have been met.

### **Reference:**

Governor's Executive Order  
Georgia Merit System Statewide Policy on Teleworking  
Holidays and Deferred Holidays, [TOPPS 2230-12](#)  
Four Day Work Week, [TOPPS 2225-2](#)  
Alternate Work Week, [TOPPS 2225-3](#)

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*Authored by the Office of Personnel, 404-656-5260*

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- added to Manual of Guidance: 11/15/93 (3B-16)
  - added to TOPPS: 01/02/96
  - revised: 03/02/04
  - renumbered from 2230-18 to 2225-1: 07/13/05
  - [core office hours](#) at the General Office changed to 8:00 am to 5:00 pm: 01/26/07
  - reviewed: 06/08/07
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2235-1

## *Fair Labor Standards Act Policy*

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[See document history](#)

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All employees of the Georgia Department of Transportation are covered by the Wage and Hour provisions of the Fair Labor Standards Act (FLSA) unless specifically exempted. The provisions of the FLSA include guidance for establishing work periods, payment of minimum wages, hours of work, overtime compensation, classification of employees, regulation of child labor and required recordkeeping.

### 1. **Employee Classification**

- a. Employees who are not specifically exempted from the minimum wage and overtime provisions of the FLSA are considered to be **non-exempt** employees.
- b. Employees who are employed in a bona fide executive, administrative, or professional capacity, as defined by the FLSA regulations, may be designated as **exempt** if they are paid on a salary basis and meet minimum salary requirements. Additionally, some computer employees may be designated as exempt based on their assigned work responsibilities and rate of pay. Exempt employees are not entitled to the overtime and minimum wage provisions of the FLSA.
- c. Designations of **exempt** or **non-exempt** status are made by the Office of Personnel based on criteria established within the FLSA and by the U.S. Department of Labor. Such designations are made on an individual basis and are based on the actual job responsibilities assigned to each employee.

### 2. **Workweek**

- a. The State Compensation Plan is based upon employees working a minimum of forty (40) hours in a seven (7) day workweek, which excludes time for meal periods and includes time off for State holidays and approved leave.
- b. In most instances, the standard workweek for all employees shall be 12:01 a.m. Saturday through midnight the following Friday. The Department reserves the right to change or establish other workweeks at its sole discretion for individuals or work units to meet the responsibilities of the agency.

## REFERENCE – HERO SOP 2.3

- c. Employees who work alternate work schedules in accordance with [TOPPS 2225-3](#), Alternate Work Week, may have a different standard workweek. In such cases, an employee's standard workweek will be a fixed period of seven (7) consecutive calendar days, which may begin on any day of the week and at any time of day.
- d. Once established, an employee's standard workweek may be changed if the change is intended to be permanent and is not for the purpose of avoiding the accrual of FLSA overtime.

### 3. Hours Worked

- a. The FLSA does not limit the number of hours that an employee may work each workday or each workweek. Rather, it defines the minimum level of compensation to be granted to **non-exempt** employees who work in excess of forty (40) hours in a single workweek. The FLSA does not require extra compensation for **exempt** employees who work in excess of forty (40) hours in a workweek.
- b. "Hours worked" includes all of the time that employees are required to be on duty or at designated work sites and all of the time that employees are required or permitted to work.
  - 1. Non-exempt employees must be compensated for all time worked, including all time that a supervisor knew or had reason to know that the employee was working.
  - 2. Non-exempt employees may not work extra hours without prior authorization. Employees who do so are subject to disciplinary action, up to and including dismissal.
  - 3. Employees are to accurately report all hours worked.
  - 4. Paid time off due to leave or holidays is not considered hours worked for overtime purposes.
  - 5. Because the U.S. Department of Labor considers all of State Government to be one employer, non-exempt employees are not authorized to work for another state agency in any capacity without specific, prior approval from the Office of Personnel.

### 4. Meal Periods

- a. Although meal periods are not required by the FLSA, it is the policy of GDOT that meal periods of thirty (30), forty-five (45), or sixty (60) minutes will be provided to all employees, unless there are specific work-related reasons for not allowing meal periods.
- b. Meal periods are not considered work time as long as no work-related duties are performed during the meal period, and as long as the meal period is uninterrupted for at least thirty (30) minutes.
- c. All GDOT employees are expected to take a meal period each day and to completely cease performing work during that time, unless one of the following situations occurs:
  - 1. The employee's supervisor requests or directs a temporary change to accommodate specific workload requirements; or
  - 2. The employee requests and receives prior approval to skip a meal period. (Note, employees may not routinely skip meal periods in order to shorten the workday.)

## REFERENCE – HERO SOP 2.3

### 5. Breaks

- a. Although breaks are not required by the FLSA, supervisors may permit up to two breaks per day, which may be up to fifteen (15) minutes long and shall be counted as work time.
- b. Employees may not use break periods to lengthen a meal period, arrive late for work or leave work early. Employees may not combine breaks into one longer break, nor may employees take several short breaks instead.
- c. Employees who smoke or use other tobacco products may do so only during designated break times or meal periods, and will not be allowed any additional time for "smoke breaks."
- d. Breaks are a privilege and not a right, and may be denied at the discretion of a supervisor based on the needs of the work unit. Employees who work through scheduled breaks are not entitled to any additional compensation.

### 6. Meetings / Training

- a. Time spent in attendance at meetings, training and similar activities will ordinarily be counted as work time, unless all of the following criteria are met:
  1. The attendance is outside of the employee's regular working hours;
  2. The attendance is voluntary;
  3. The meeting, training or similar activity is not directly related to the employee's duties; and
  4. The employee performs no work related to his or her position while in attendance.
- b. Independent training is not considered hours worked. Time spent by employees attending training at an independent school, training center, etc., on their own initiative outside of scheduled work hours is not considered hours worked, even if the training is job-related.

### 7. On-call time

- a. Time spent "on-call" is not compensable work time unless the employee is required to remain on the Department's premises or is so restricted that he or she cannot use the time effectively for his or her own purposes. An employee who is merely required to carry a paging device or leave word where he or she may be reached is not working while on call.
- b. If an on-call employee is actually called back to duty outside of his or her normal work hours, all time that the employee spends performing work is compensable time worked. Reasonable travel time spent reporting to and returning from duty after being called back will be included as compensable time worked.
- c. Travel time shall not be included as compensable time worked if employees are directed not to report for duty or are released from duty prior to completion of a work shift in anticipation of being recalled in response to emergency conditions such as snow and ice removal. In such circumstances, travel to the job site is merely ordinary commute time.

### 8. Travel time

- a. Normal travel from home to work and back is not work time. This is true regardless of whether the employee reports to a fixed workplace or works at different locations.

## REFERENCE – HERO SOP 2.3

- b. If an employee is required to stop by his or her primary workplace for instructions or to pick up materials, and then travels to the actual work site, the travel from the primary workplace to the work assignment and back must be counted as time worked.
  - c. Travel between an employee's normal workplace and another place of assignment, or travel between work sites during the workday, is considered compensable time worked. When travel under these circumstances is extensive, resulting in actual working time being insufficient, management may utilize a ten-hour workday schedule or permit employees to stay overnight at or near the worksite if it is determined to be in the best interests of the Department to do so.
  - d. Travel from home (or regular workplace, if closer) to an out-of-town, one-day assignment and back is considered compensable work time.
  - e. When an employee must engage in overnight travel, it is the policy of the Department that the reasonable time necessary for the employee to travel from home or his or her primary workplace, whichever is closer, to the destination be counted as work time. This includes travel on scheduled off days or holidays. Bona fide meal periods taken while traveling are excluded.
9. **Management of Work Hours**
- a. Supervisors are responsible for monitoring the arrival and departure times of non-exempt employees to ensure accurate records are maintained and to minimize overtime worked. A supervisor may direct an employee who has earned forty (40) hours in the early part of a workweek to be relieved of duties toward the end of the workweek in order to avoid or minimize overtime accrual.
  - b. Supervisors should review time worked by non-exempt employees prior to the end of the workweek whenever possible to determine whether an employee's schedule should be adjusted for that week to prevent the accrual of overtime.
  - c. Employees are required to personally review their time reports and ensure that the hours recorded are accurate.
  - d. Supervisors must review time reports submitted by employees to ensure the accurate reporting of time worked. If the supervisor notices any discrepancies between the time reported and the actual hours worked by the employee, the supervisor must ensure that the time report is corrected in a timely manner.
  - e. Any employee who fails to accurately report hours worked or any supervisor who permits inaccurate information to be reported is subject to disciplinary action, up to and including dismissal.
10. **Overtime / Compensatory Time**

It is the expectation of the Department that all employees will accomplish their assigned duties within a standard forty (40) hour workweek. All employees must account for a minimum of 8, 9 or 10 hours each scheduled work day (depending on the employee's established work schedule), which may include any combination of actual time worked, paid leave, holidays, leave without pay, compensatory time taken, etc.

In the event that an employee is in pay status more than forty (40) hours in a workweek, an employee may be granted either **state** or **FLSA compensatory time**, as appropriate, in accordance with the following provisions.



## REFERENCE – HERO SOP 2.3

### a. Non-exempt employees

1. Non-exempt employees must generally receive prior approval to work
2. overtime. In unique or emergency situations, prior approval may not always be possible. In such unique or emergency situations, the employee must report the overtime to his or her supervisor as soon as possible and may be required to explain why overtime without prior authorization was necessary. Whether authorized or not, all overtime worked must be accurately recorded, and employees must be compensated for such overtime.
3. When a non-exempt employee actually works more than forty (40) hours in a workweek, the employee will ordinarily earn FLSA compensatory time instead of overtime pay. Such time will be calculated in fifteen (15) minute increments. At the end of the workweek, the amount of FLSA compensatory time granted to the employee will be at a ratio of one and one-half hours for every hour in excess of forty (40) hours worked in that week.
4. Non-exempt employees may accrue up to a maximum of 240 hours of FLSA compensatory time. Non-exempt employees must receive overtime payment for FLSA compensatory time accrued in excess of 240 hours.
5. When a non-exempt employee is in pay status for more than forty (40) hours in a workweek, though not physically at work for more than forty (40) hours, he or she will earn **state compensatory time** at the rate of one hour for each hour worked in excess of forty (40) hours. No more than 240 hours of state compensatory time may be earned by any employee.
6. Non-exempt employees must utilize all accumulated state compensatory time within one (1) year of the date that it is earned. All state compensatory time not taken within one (1) year will be lost.
7. Accrued FLSA compensatory time will not transfer to or from other state agencies. Payment for unused FLSA compensatory time will be made upon an employee's separation from the Department.
8. Accrued state compensatory time will not transfer to or from other state agencies, nor will payment be made for unused state compensatory time upon termination from the Department.

### b. Exempt employees

1. The FLSA specifically exempts bona fide professional, administrative, and executive employees from the Act's overtime and minimum wage provisions. Nevertheless, it is the policy of the Department to permit exempt employees to earn state compensatory time, with the approval of the appropriate manager (i.e., Deputy Commissioner, Chief Engineer, Treasurer, Division Director, District Engineer, or Office Head) in accordance with the following provisions:
  - A. Exempt employees who are required to work more than their scheduled hours on any given day may, **upon management approval**, receive state compensatory time for the extra time worked, which will be calculated in fifteen (15) minute increments and recorded at the end of the appropriate work week.



## REFERENCE – HERO SOP 2.3

- B. An exempt employee may not work through or shorten a designated meal period and then accrue state compensatory time for doing so. Therefore, working through or shortening a meal period is not to be counted as hours worked by exempt employees, except as provided by [Section 4\(c\)](#) of this policy.
- 2. No more than 240 hours of state compensatory time may be earned by any employee.
- 3. Exempt employees must utilize all accumulated state compensatory time within one (1) year of the date that it is earned. Any state compensatory time not taken within one (1) year will be lost.
- 4. State compensatory time will not transfer to or from other state agencies. Payment will not be made for unused state compensatory time upon termination from the Department.

### 11. Use of Compensatory Time

- a. Non-exempt employees must be permitted to use FLSA compensatory time within a reasonable period after making the request if the granting of such time off does not unduly disrupt the operations of the work unit.
- b. At the direction of the District Engineer or Office Head, non-exempt employees may be directed to be absent from duty in order to reduce their FLSA compensatory time balances.
- c. Employees are required to use FLSA compensatory time prior to the use of state compensatory time or annual leave. Employees may choose to use FLSA compensatory time in lieu of sick leave or personal leave. See the [Leave Taken Priority List](#).
- d. Employees are required to use state compensatory time prior to the use of annual leave. Employees may choose to use state compensatory in lieu of sick leave or personal leave.
- e. FLSA compensatory time may not be used in conjunction with absences associated with Family and Medical Leave due to applicable federal regulations. State compensatory time may be used in conjunction with absences associated with Family and Medical Leave.
- f. Both state and FLSA compensatory time may be taken in fifteen (15) minute increments.
- g. Upon termination from the Department, including transfers to other state agencies, non-exempt employees will receive payment for any unused FLSA compensatory time. No payment will be made for unused state compensatory time.

### 12. Approval and Management of Paid Overtime

- a. Normal Procedures
  - 1. Paid overtime should be preauthorized in writing to the affected unit supervisor prior to its occurrence by the appropriate Division Director, Treasurer and the Deputy Commissioner.
  - 2. Overtime authorizations submitted must indicate the employee name, employee ID, title, non-exempt/exempt status, estimated overtime hours, reason or justification and begin and end date.

## REFERENCE – HERO SOP 2.3

3. A Division Director shall not approve nor recommend for approval any overtime payment without first contacting the Treasurer to assure that funds are budgeted and available to make such payments.
  4. In exceptional cases, exempt employees may be considered for overtime payment. However, this requires prior approval of the Office of Planning and Budget. A request for overtime payment for such employees must first be approved by the Deputy Commissioner in writing prior to presentation to the Office of Planning and Budget.
  5. All overtime authorization will expire without further notice 90 days after the begin date. It is the Office's/District's responsibility to submit a new request for overtime extending beyond the previously authorized period.
  6. Overtime should normally be preauthorized in writing to the affected unit supervisor prior to its occurrence by the appropriate District Engineer or Office Head. Under general guidelines, this authority may be delegated to subordinate supervisors. Such delegations must be approved by the Division Director.
- b. Emergency situations
1. An emergency situation is defined as "whenever the Governor determines that the health or safety of employees, clients, or citizens would be placed at risk or whenever a natural disaster results in the Governor declaring a state of emergency." The Governor shall make decisions regarding conditions affecting the closure of all agencies statewide or within a geographic region.
  2. A Departmental emergency is defined as "whenever the Commissioner determines that the health or safety of employees, clients, or citizens would be placed at risk when conditions are such that roads are impassable, dangerous, etc." For example: Smoke from brush fires obscures driver visibility on I-75.
  3. Only employees whose duties and responsibilities are essential shall be designated by the Commissioner to respond in the event of a designated period of emergency. These designated employees below the level of Division Director or the equivalent are eligible for overtime pay and holiday compensation as provided by this policy.
  4. Any time worked on a holiday (including time observed as a holiday) shall be counted toward the applicable forty (40) hour threshold requirement when calculating overtime pay during an emergency situation.
  5. Time granted for paid leave during an emergency situation shall not be counted toward the applicable forty (40) hour threshold requirement.
  6. Although every effort should be made to utilize equivalent time off to avoid paying overtime, reaction to some emergency situations may preclude a written preauthorization for additional hours worked which may result in earned overtime which cannot be alleviated through equivalent time off.
  7. Emergency situations in Non-Maintenance related activities will require the prior verbal approval of the affected Division Director upon

## REFERENCE – HERO SOP 2.3

declaration of said emergency by the Governor or the Commissioner of the Department of Transportation.

8. Emergency situations in Maintenance related activities will require the prior verbal approval of the affected Division Director or Deputy Commissioner upon declaration of said emergency by the Governor or the Commissioner of the Department of Transportation.
9. Appropriate overtime payroll forms must be promptly submitted for the payment of overtime to be made during the pay period following its occurrence. Cover letters detailing the amount and reason for the overtime payment must also be included for appropriate management reviews as the preauthorization and/or other notifications require.
10. Approval of all time worked is accomplished through the approval of the employee's time report by the employee's immediate supervisor.

### 13. **Understanding Concerning the Use of FLSA Compensatory Time**

- a. Each individual hired by the Department on or after March 1, 1986 must sign a document stating that he or she understands that compensatory time off may be given at the rate of one and one-half hours for each hour of employment for which overtime compensation is required by the FLSA.
- b. All employees hired by the Department prior to March 1, 1986 are considered to understand that they may receive FLSA Compensatory Time rather than overtime payments as compensation for overtime worked.

### 14. **Child Labor Laws**

In accordance with both Federal and State Laws, work performed by employees under the age of eighteen (18) is restricted. Accordingly, the Office of Personnel must be consulted prior to extending an offer of employment to an individual under the age of eighteen (18).

### 15. **Record Keeping**

Each employee's semi-monthly time report (DOT Form 1472) serves as the Department's official record of his or her actual time worked and must accurately report all time worked and compensatory time accrued. The Office of General Accounting, Payroll Unit, will maintain the time reports for at least two (2) years.

### 16. **Required Posting**

Each work location is to permanently post the "Your Rights Under the Fair Labor Standards Act" notice on bulletin boards where workplace notices are normally posted and where employees can readily see it. (See [TOPPS 2110-4](#), Workplace Notices)

### 17. **Special Provisions for Exempt Employees**

- a. In accordance with FLSA regulations, exempt employees may not have their pay reduced for variations in the quantity or quality of work performed. Exempt employees normally must receive their full salary for any week in which they perform any work; however, exempt employees need not be paid for any workweek in which they perform no work at all. In disciplinary situations,

## REFERENCE – HERO SOP 2.3

therefore, an exempt employee is ordinarily subject to no less than a suspension without pay in full workweek increments.

Circumstances for which an exempt employee's pay may be reduced in less than full workweek increments are as follows:

1. For purposes of public accountability, an exempt employee's pay will be reduced when the employee works less than the scheduled work hours for a workweek and does not use paid leave to cover the absence because: (a) leave was not properly requested; (b) leave was requested and denied; (c) no leave is available; or (d) the employee chooses to use leave without pay.
  2. Upon approval of the Office of Personnel, Employee Management Relations Section, an exempt employee may be suspended without pay in less than full workweek periods for violation of a safety rule of major significance or for serious violation of a workplace conduct rule, as these terms are defined by the FLSA regulations.
  3. An exempt employee will be paid only for time worked in the first and last week of employment.
- b. An exempt employee who believes that his or her pay was improperly reduced may request a review of the matter by the Personnel Director within ten (10) calendar days of being advised of the pay deduction.
1. The employee must submit documentation to support his or her belief that the pay deduction was improper.
  2. Within ten (10) calendar days of receipt of the complaint, the Personnel Director will investigate the complaint and notify the employee in writing of his or her conclusions. The conclusions of the Personnel Director shall be final.
  3. If it is determined that the pay deduction was proper, no further action will be taken.
  4. If it is determined that the pay deduction was improper, the employee will be promptly reimbursed. Further, the Personnel Director will take appropriate action to ensure that such improper deductions do not occur again in the future.

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*Authored by the Office of Personnel, 404-656-5260*

### ***Document History:***

- added to TOPPS: added to Manual of Guidance: 08/30/93
- revised 03/23/95
- added to TOPPS: 01/02/96
- revised: 07/27/98
- revised: 03/01/01
- revised: 08/25/05

## REFERENCE – HERO SOP 2.3

- [Section 5](#) revised and [Section 10](#) revised: 02/07/06
  - [Section 10](#) revised so that employees are to account for work hours on a daily basis rather than adjusting work hours throughout the workweek effective with the workweek beginning April 1, 2007: 02/21/07
  - reviewed: 06/08/07
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7153-2

## *Time Basis for Payments*

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[See document history](#)

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All DOT employees are paid twice a month. Pay periods for all employees represent time worked from the first through the fifteenth and from the sixteenth through the last day of each month. For payroll purposes, weekends are considered to be non-work days. The number of "standard work days" (Monday through Friday) varies from 9 to 12, depending on the pay period. The number of "standard hours" is the number of standard work days for that pay period multiplied by 8. The number of "scheduled hours" is the number of hours an employee is normally scheduled to work in a pay period. Where an employee works the normal Monday through Friday, eight hour per day schedule, the scheduled hours will be 72, 80, 88, or 96 depending upon the pay period. Not all employees are on standard work day schedules. Some employees work ten hour days, four days a week. Scheduled hours for these employees will be 70, 80, 90, or 100 per pay period. Night watchmen, bridge keepers, pilots and others will face even greater variations in their scheduled hours each pay period. Where scheduled hours vary from standard hours, the supervisor should insure that, over a three month period, the time the employee is scheduled to work does not exceed the standard hours for the same period.

An employee must be "in pay status" for the full number of hours scheduled for the pay period in order to be paid the full semi-monthly salary. For payroll and timesheet purposes, paid leave, paid holidays, compensatory time off (comp time taken) and actual work days are defined as being "in pay status."

Hours in pay status that are in excess of the number scheduled for that pay period must be counted as either comp time earned or overtime. See TOPPS policy [2235-1](#) and TOPPS subject category [7192](#) for the official policies governing work hours, compensatory time and overtime.

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*Authored by the Office of General Accounting, 404-656-5193*

## REFERENCE – HERO SOP 2.3

### *Document History:*

- added to Manual of Guidance: 04/01/89
  - added to TOPPS: 01/23/96
  - reviewed: 05/21/07
-

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	2	Administrative	Page 1 of 2
Article	4	Work Shift and Patrol Route Rotation	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish Policies and Procedures for assigning HERO Operators.

II. GENERAL: Each operator, once certified, will be assigned to a HERO Team / Work Shift and to a patrol route.

III. RESPONSIBILITY: It is the responsibility of the Traffic Incident Management Manager to assign personnel to Teams / Work Shifts where they are needed the most. It will be the responsibility of the Shift Supervisor to assign the operator to patrol routes where they are needed most.

IV. POLICY:

- Each operator will be assigned to a Team / Work Shift.
- Operators will not rotate assigned shifts.
- Patrol routes will be rotated among the operators as per the shift supervisor's discretion.



Section	2	Administrative	Page 2 of 2
Article	4	Work Shift and Patrol Route Rotation	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES:

- If an Operator wishes to work on a different Team / Work Shift, they must go through an interview process. This only occurs when a vacant operator's position is available on the desired shift.
- The Traffic Incident Management Manger may move an operator from one shift to another at his discretion, if he / she feels it is in the best interest of the HERO Unit.
- Special events, certain holidays, and other situations may make it necessary to alter the work shift assignments and patrol routes. Operators will be advised as quickly as possible of any temporary changes.

VI. REVISIONS LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
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Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	2	Administrative	Page 1 of 5
Article	5	Uniforms and Personal Appearance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for the wearing HERO uniforms and the personal appearance of the HERO Operators.

IV. GENERAL: The HERO Unit will be required to wear high visible uniforms, in order to create a safer working environment, develop a positive image and promote trust and professionalism by the customers of the Department of Transportation.

V. RESPONSIBILITY: It is the responsibility of each HERO Operator to always present a neat appearance and always properly wear the assigned uniforms that distinguishes them as being a member and representative of the GDOT HERO UNIT.

VI. POLICY:

*Uniform Issuances*

- All uniform items will be furnished by the Department of Transportation.
- Each HERO operator will receive the following issuance of uniforms items:

- Five (5) Long sleeved shirts
- Five (5) Short sleeved shirts
- Five (5) Pair BDU's
- One (1) Garment belt
- Two (2) Pair of utility boots

Section	2	Administrative	Page 2 of 5
Article	5	Uniforms and Personal Appearance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont.

##### *Uniform Issuances cont.*

One (1) HERO cap  
One (1) Light / winter jacket combination  
One (1) Rain suit  
Two (2) HERO mock turtle-neck shirts  
Miscellaneous Items

##### *Uniform Care*

- Uniforms shall be cleaned and pressed at the expense of the HERO operator.
- Utility boots shall be laced to the top of the boot, cleaned and polished.

##### *Uniform Dress Code*

- Each operator shall be completely dressed in their uniform and properly equipped by the beginning of their work shift.
- Those operators allowed to drive their HERO vehicle, to and from work and home, shall wear their uniforms while in transit and during their shift.
- Headgear shall be worn when the HERO operator is in mobile mode and outside his / her vehicle.
- T-Shirts may be worn underneath the uniform shirt, however, the t-shirt must be white or black. No T-Shirt logos are permitted to be visible through the uniform shirt.

Section	2	Administrative	Page 3 of 5
Article	5	Uniforms and Personal Appearance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

*Uniform Dress Code cont.*

- Operators are not permitted to wear long sleeved t-shirts or other long sleeved under-garments, when wearing a short sleeved uniform or polo shirt.

*Uniform Replacement*

- Uniform items soiled and / or damaged through normal wear & tear, will be replaced as needed, at the expense of the Department.
- Uniform items lost or misplaced will be investigated by HERO management and replacement cost may be at the expense of the operator.

*Operators Grooming Code:*

- HERO operators shall maintain their hair length off the collar of the uniform shirt. While long hair is permitted for female operators, their hair must be worn in such a way that it can be neatly put up in the uniform hat thus reducing the potential for personal injury to the operator.
- Sideburns shall be neatly trimmed and no longer down the face than mid-ear.
- Operators shall practice good personal hygiene for health and personal grooming reasons.
- Beards, mustaches, chin, and lip goatees are permitted but must be kept neatly trimmed. The definition of “neatly” is at the discretion of the Incident Management Manager.

Section	2	Administrative	Page 4 of 5
Article	5	Uniforms and Personal Appearance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

*Operators Grooming Code cont.*

- Ear, nose, lip or tongue rings are not permitted when in uniform and or while on your tour of duty with the HERO Unit. Necklaces are permitted, as long as the jewelry is covered by the uniform shirt or t-shirt and not visible, this is for safety considerations as well.

*Miscellaneous Item*

- Reference is made to the Departments No Smoking Policy found in TOPPS 3A-14, specifically item #2, ...there will be no smoking permitted in DOT owned vehicles (cars, trucks, vans, carry-alls, etc.). The only exception to this is in the case of an employee who regularly travels in a State vehicle alone in the course of performing his / her duties and does not regularly transport other DOT employees as passengers. However, if other employees are usually with the smoker in the vehicle, no smoking will be permitted.
- Reference is made to O.C.G.A. 31-12A-3..."smoking is prohibited in all enclosed facilities owned, leased or operated by the GDOT."
- Failure to adhere to the aforementioned policies may result in disciplinary action.

V. PROCEDURES:

- Uniforms will be worn when participating in parades, funerals, emergency services events and other special events, unless otherwise directed by the Incident Management Manager.
- Operators are to maintain a neat, clean and professional presents at all times while on duty.

Section	2	Administrative	Page 5 of 5
Article	5	Uniforms and Personal Appearance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Mike Hendon, URS	09/2007	Updated TOPPS Policies & O.C.G.A.

REFERENCE – HERO SOP 2.5



## 3A-14

# No Smoking Policy

## Commissioner's Policy

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[\*See document history\*](#)

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The 2005 session of the Georgia General Assembly adopted legislation which prohibits smoking in most enclosed public spaces in the State of Georgia. The Governor signed the bill into law on May 9, 2005.

In accordance with this legislation, employees, consultants, contractors and visitors to GDOT facilities are expected to comply with the following:

1. In accordance with **O.C.G. A. § 31-12A-3**, smoking is prohibited in all enclosed facilities owned, leased or operated by the GDOT.
2. **No smoking is permitted in GDOT owned vehicles (cars, trucks, vans, carry-alls, etc.). The only exception to this is in the case of an employee who regularly travels in a State vehicle alone in the course of performing his/her duties and does not regularly transport other GDOT employees as passengers. However, if other employees are usually with the smoker in the vehicle, no smoking will be permitted.**
3. Each District Engineer or Office Head is responsible for informing current and future employees of the provisions of this policy.

Your cooperation and adherence to this policy is appreciated and expected.

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**REFERENCE – HERO SOP 2.5**

***Document History:***

- written by: Wayne Shackelford, Commissioner
  - added to Manual of Guidance: 02/03/94
  - added to TOPPS: 12/23/96
  - revised to reflect new legislation: 09/14/05
- 

**REFERENCE – HERO SOP 2.5**

**O.C.G.A. § 31-12A-3**



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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 31. HEALTH  
CHAPTER 12A. SMOKEFREE AIR

O.C.G.A. § 31-12A-3 (2007)

§ 31-12A-3. Smoking prohibited in state and local government buildings

Smoking shall be prohibited in all enclosed facilities of, including buildings owned, leased, or operated by, the State of Georgia, its agencies and authorities, and any political subdivision of the state, municipal corporation, or local board or authority created by general, local, or special Act of the General Assembly or by ordinance or resolution of the governing body of a county or municipal corporation individually or jointly with other political subdivisions or municipalities of the state.

**HISTORY:** Code 1981, § 31-12A-3, enacted by Ga. L. 2005, p. 1184, § 2/SB 90.

Title Note

Chapter Note

# Standard Operating Procedures

Section	2	Administrative	Page 1 of 2
Article	6	Selection Process for Special Events	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

- I. PURPOSE: To provide procedures for the selection process of HERO operators participating in Special Events.
  
- II. GENERAL: Special Events are an important part of the duties of the HERO Unit. A "Special Event" is any occurrence or event, in addition to the unit's normal duties, in which the HERO Unit is asked to support.
  
- III. RESPONSIBILITY: It is the responsibility of the HERO management to ensure that those selected to participate in such events, will maintain the highest standard of conduct and professionalism which will reflect positively on the Department and the HERO Unit.

#### IV. POLICY:

##### *Requirements for Participation*

- *Must* be a certified HERO operator
- *Must* have the recommendation of your Supervisor
- Recent job performance rating *must* be satisfactory
- *Must* be available to participate in the event

Section	2	Administrative	Page 2 of 2
Article	6	Selection Process for Special Events	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

## V. PROCEDURES:

- Participation for special events will **first** be on a voluntary basis.
- If an adequate number of qualified operators volunteer to participate, it will not be necessary to require the participation of other operators.
- If there is a lack of volunteers willing to participate, HERO management will then **require** the participation of operators. This will be done by establishing an alphabetically list of the names of eligible operators, using the first letter of the last name to select those needed to participate. The process will run concurrent from the last name selected, from the last participating event.

*Example: If six (6) operators are needed to work the Nascar Race but only four (4) volunteer, then two (2) operators will be selected from the employee roster and required to work the event. Those not selected from the roster will be subject to working the next upcoming event, if they are needed.*

- As more operators receive certification, additional names will be added to the list of candidates.
- Asking for Volunteers will always be the *First* process in selecting operators to participate in special events.
- If one shift has more operators who volunteer for a special event than others, the Incident Management Manager or the Assistant Manager, will temporarily move operators from other shifts to ensure an adequate work force for each work shift.
- For those operators who consistently volunteer for special events when asked, a special note to that effect, will be recorded on their annual PMF.

## VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
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Georgia Department of Transportation  
H.E.R.O. UNIT

# Standard Operating Procedures

Section	2	Administrative	Page 1 of 2
Article	7	Participation at Funeral Services	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

- I. PURPOSE: To provide guidelines for participation in funeral services, either as a convoy, using HERO vehicles as an escort for the funeral procession, and / or as uniformed pallbearers.
- II. GENERAL: While the HERO Unit does not solicit participation in memorial services, the unit is willing to consider all requests.
- III. RESPONSIBILITY: Both HERO management and the State Traffic Operations Engineer, must concur with participation and grant final approval.

#### IV. POLICY:

- For the HERO Unit to participate in the funeral services the deceased **must** have been a current employee with the HERO Unit at the time of his / her death.
- A request for HERO participation **must** be made to the Incident Management Manager, by the immediate family of the deceased employee.

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Article	7	Participation at Funeral Services	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

V. PROCEDURES:

- If the deceased was a HERO operator who had transferred to another unit within the Department and who left the unit in good standing, consideration would be given for HERO participation in the funeral service, as well as, for those who have retired as members of the HERO Unit. Approval is subject to an official request as is outlined in Item IV. Policy, of this standard operating procedure.
- Special requests for HERO participation, for which the aforementioned guidelines may not address, such as, those requests which may be politically motivated, requests from other emergency service agencies, towing & recovery association, etc; will be considered individually but must receive final approval from HERO management and the State Traffic Operations Engineer.

VI. REVISION LOG:

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Georgia Department of Transportation  
H.E.R.O. UNIT

# Standard Operating Procedures

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Article	1	Duties of a HERO Operator	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide a description of duties to be performed by the HERO Operators.
- II. GENERAL: HERO operators will be required to patrol their assigned routes searching for and removing any type of obstruction which affects the flow of traffic. They will notify the TMC of any congestion causing incidents and maintain an incident status report with the HERO dispatcher.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to know and execute his or her assigned duties.

#### IV. POLICY:

- The primary responsibility of each HERO Operator is to minimize disruptions to traffic caused by incidents.
- All operators are required to maintain a "Response Unit Daily Log", completing an entry for each incident encountered or assistance provided.
- Operators will patrol their assigned routes searching for and removing incidents from the freeway.
- Operators will look for disabled vehicles, stranded motorists, debris in the travel lanes, spilled loads, accidents, obstructions to traffic, including any traffic on exit ramps which is backing out into the mainline of travel and any other potentially hazardous or abnormal occurrences.

Section	3	General Operations	Page 2 of 4
Article	1	Duties of a HERO Operator	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

- Operators are required to remain in close communications with the TMC during their tour of duty.
- Operators will respond in a timely and safe manner when dispatched to a reported incident by the TMC.
- Operators will be required to install traffic control at incident scenes to protect themselves, the victims, emergency service personnel, equipment, and to guide traffic safely around and through the incident scene.
- HERO Operators will be required to provide the following types of assistance:
  - Changing flat tires
  - Providing small quantities of fuel
  - Jump starting vehicles
  - Minor mechanical repairs
  - Providing coolant or other fluids as required
  - Relocating stalled vehicles from potentially hazardous locations to a safe area
  - Providing transportation to stranded motorists
  - Providing road and travel information
  - Administering first-aid at accident scenes
  - Other duties as assigned
- Operators are required to participate in the maintenance and up keep of the HERO headquarters and grounds, as directed by HERO management.

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Article	1	Duties of a HERO Operator	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES:

### *Incident Management duties*

- Response – Response to the scene should be as quick but also as safe as possible. Operators should plan their approach to the scene based on available information and previous training. It is imperative that those responding keep in radio contact with the TMC and other responders at the scene to assist them with the best ingress routes.
- Scene Management – is the coordination and management of resources and activities at or near the incident scene.
- Traffic Management – is one of the most important duties of incident operations. It will determine how smoothly and safely traffic flows through and around the incident scene.
- Clearance – some generally consider this to be the last of the incident management duties, **however**, HERO operators should consider clearance of an incident with a sense of urgency. Incident clearance is only complete when wreckage, debris, and other materials have been removed and the roadway has been restored to its full capacity.
- Communication – The HERO operators shall provide periodic updates to the TMC concerning the current status of clearance of all incidents.

### *Construction Work Zone duties*

- HERO operators are to observe traffic flow and operations in construction work zones by performing normal service patrol activities and by contacting the TMC, if traffic queues, as a result of construction and/or maintenance activities, extend those limits established in the GDOT manual of guidance and/or MUTCD as described in TOPPS 6169-2.

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Article	1	Duties of a HERO Operator	
Originated by		Incident Management Manager / Assistant Manager	
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Date Issued		February 06, 2003	



V. PROCEDURES cont:

*General duties*

- While patrolling operators will note any property damage to the highway system, such as, guardrail, signs, potholes, attenuators, etc., any noted damage is to be reported to the TMC for dissemination to the proper agencies and departments.
- Operators will provide an ongoing traffic report for their route to the TMC for distribution to motorists. Also, provide travel information and motorist aid to lost or stranded motorists.

VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Mike Hendon	09/2007	Updated TOPPS Policies

**REFERENCE – HERO SOP 3.1**



6169-2

## *Georgia Department of Transportation Operations Work Zone Traffic Control*

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[See document history](#)

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The Georgia Department of Transportation (GDOT) Operations Work Zone Traffic Control Standard provides guidelines for planning and placing temporary traffic control devices in GDOT work zones.

The GDOT establishes this work zone standard to meet and exceed principles set forth in the Manual on Uniform Traffic Control Devices (MUTCD) established by the Federal Highway Administration. The Department will continuously update and amend these standards based on the latest edition of the MUTCD as adopted by the GDOT Board.

It will be manager's/supervisor's responsibility to select the most applicable work zone traffic control plan to provide for the safety of workers, roadway users and pedestrians.

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*Authored by the Office of Maintenance, 404-635-8734*

***Document History:***

- added to TOPPS: 06/02/06
- reviewed: 09/15/06

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Georgia Department of Transportation  
H.E.R.O. UNIT

# Standard Operating Procedures

Section	3	General Operations	Page 1 of 3
Article	2	Use of Public Address / Siren System	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish a policy for the use of an audible signal device (Public Address / Siren system).
  
- II. GENERAL: In order to maneuver through and around traffic congestion, HERO vehicles are equipped with audible warning devices. This policy describes how and when this system may be used.
  
- III. RESPONSIBILITY: It is the responsibility of the HERO operator to know when and how he/she is permitted to use this device and to avoid any abuse of the device.

#### IV. POLICY:

- The public address / siren system is to be used **only** while an operator is on patrol and **only** while in the official performance of his / her assigned duties.
  
- Use of the siren system **must** always be in accordance with the Georgia Emergency Vehicle Code (40-6-6).
  
- The “Siren” mode may be used **only** when responding to a:
  - Confirmed incident which is blocking a travel lane(s).

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Article	2	Use of Public Address / Siren System	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont:

- Confirmed incident which is reported by a Public Safety Officer, another HERO operator, TMC surveillance cameras, HERO dispatcher, a member of the M.O.V.E.R. Team, other GDOT personnel, and/or as directed to 10-18 Rush (within legal limits) by the Incident Management Manager, Assistant Manager, or the Shift Supervisor.
- The public address system may be used in many situations; it's a safe way to communicate directions to a motorist, *for example*: when pushing a disabled vehicle from the travel lanes to the shoulder.
- It is also helpful to use the PA system when an operator pulls up behind a stranded motorist sitting in their vehicle. The operator can ask, "*do you need assistance?*" and do it from the safety of their vehicle cab.

#### V. PROCEDURES:

- The Public Address / Siren System shall only be used as a last resort when responding to a confirmed incident in order to maneuver through heavy congested traffic.
- The system shall not be used simply to avoid normal traffic congestion and / or to check on an unconfirmed incident.
- The aforementioned policies and procedures will be strictly enforced and those operators failing to adhere to these policies will be subject to adverse action up to separation from the Department.

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Article	2	Use of Public Address / Siren System	
Originated by		Incident Management Manager / Assistant Manager	
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**REFERENCE – HERO SOP 3.2**

**O.C.G.A. § 40-6-6**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 1. GENERAL PROVISIONS

REFERENCE - HERO SUP 3.2

O.C.G.A. § 40-6-6 (2007)

§ 40-6-6. Authorized emergency vehicles

(a) The driver of an authorized emergency vehicle or law enforcement vehicle, when responding to an emergency call, when in the pursuit of an actual or suspected violator of the law, or when responding to but not upon returning from a fire alarm, may exercise the privileges set forth in this Code section.

(b) The driver of an authorized emergency vehicle or law enforcement vehicle may:

- (1) Park or stand, irrespective of the provisions of this chapter;
- (2) Proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation;
- (3) Exceed the maximum speed limits so long as he or she does not endanger life or property; and
- (4) Disregard regulations governing direction of movement or turning in specified directions.

(c) The exceptions granted by this Code section to an authorized emergency vehicle shall apply only when such vehicle is making use of an audible signal and use of a flashing or revolving red light visible under normal atmospheric conditions from a distance of 500 feet to the front of such vehicle, except that a vehicle belonging to a federal, state, or local law enforcement agency and operated as such shall be making use of an audible signal and a flashing or revolving blue light with the same visibility to the front of the vehicle.

(d)(1) The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons.

(2) When a law enforcement officer in a law enforcement vehicle is pursuing a fleeing suspect in another vehicle and the fleeing suspect damages any property or injures or kills any person during the pursuit, the law enforcement officer's pursuit shall not be the proximate cause or a contributing proximate cause of the damage, injury, or death caused by the fleeing suspect unless the law enforcement officer acted with reckless disregard for proper law enforcement procedures in the officer's decision to initiate or continue the pursuit. Where such reckless disregard exists, the pursuit may be found to constitute a proximate cause of the damage, injury, or death caused by the fleeing suspect, but the existence of such reckless disregard shall not in and of itself establish causation.

(3) The provisions of this subsection shall apply only to issues of causation and duty and shall not affect the existence or absence of immunity which shall be determined as otherwise provided by law.

(4) Claims arising out of this subsection which are brought against local government entities, their officers, agents, servants, attorneys, and employees shall be subject to the procedures and limitations contained in Chapter 92 of Title 36.

(e) It shall be unlawful for any person to operate an authorized emergency vehicle with flashing lights

other than as authorized by subsection (c) of this Code section.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, § 26; Code 1933, § 68A-107, enacted by Ga. L. 1974, p. 633, § 1; Ga. L. 1990, p. 2048, § 5; Ga. L. 1995, p. 855, § 1; Ga. L. 2002, p. 579, § 4.

# H.E.R.O. UNIT

## Standard Operating Procedures

Section	3	General Operations	Page 1 of 2
Article	3	Cellular Telephone Usage	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for the proper usage of the Department issued cellular phones.

II. GENERAL: Hand held cell phones will be issued to each HERO operator for the purpose of enhancing the day to day operation of the HERO Unit.

III. RESPONSIBILITY: Each operator is responsible for the device itself and all calls made from their assigned cellular phone.

IV. POLICY:

- Department issued cellular phones are not to be used to make personal calls, neither incoming nor outgoing.
- Cellular phones numbers are restricted and shall not be given out to anyone.
- A cellular phone log is required of HERO operators and **must** be completed for each call made and received on a daily basis. This form **must** be turned in to the shift supervisor at the end of each tour of duty.

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Article	3	Cellular Telephone Usage	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	



IV. POLICY cont:

- Phone bill invoices and cellular phone logs will be audited each month by the Incident Management Manager or Assistant Manager, any discrepancies noted on the invoice will be brought to the attention of the responsible operator for an explanation. If it is determined that unauthorized calls were made, the operator will be held responsible for reimbursing the Department at the current rate of 40¢ per minute + any associated charges such as roaming fees.
- Any reimbursement fees must be sent by certified check or money order made payable to the Department of Transportation and attached to an executed cellular phone certification form.
- Failure to comply with these policy & procedures may result in an operator facing adverse action.

V. PROCEDURES:

- When it is determined that a motorist needs to use the cellular phone for a “**courtesy call**”, the HERO operator should do the following:
  - Dial the number for the motorist
  - Insure that the call is not lengthy (2 minutes maximum) and that the conversation is related to the problem at hand.
  - Motorist should be allowed to make one (1) additional call, if assistance is not secured on the first call.

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
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Georgia Department of Transportation

# H.E.R.O. UNIT

## Standard Operating Procedures

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Article	4	Transporting Motorist / Pedestrian	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for the transporting of motorists or pedestrians off the freeway to a safe location.

II. GENERAL: The transporting of motorist is to take them to the nearest exit where they can arrange for their own help or assistance. This also prevents a motorist from becoming a pedestrian and a potential accident victim on our freeway system.

III. RESPONSIBILITY: It is the responsibility of each operator to follow established guidelines for transporting motorists and pedestrians.

#### IV. POLICY:

- Transport to the nearest exit or reasonable distance where the motorist can arrange their own assistance.
- Under no circumstances are operators to make arrangements for a specific tow company or suggest a particular service station or repair shop.
- Under no circumstances are operators to wait for motorists and provide cab service back to a disabled vehicle.
- Motorists should be advised that pedestrians are not allowed on the freeway system and they should arrange to be transported back to their vehicle.
- Under no circumstances should an operator transport a motorist home or to any location more than ½ mile off their assigned patrol route.

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Article	4	Transporting Motorist / Pedestrian	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont:

- It is expected that HERO operator's will conduct themselves in a professional manner at all times.
- Operators should use extreme caution when considering transporting an individual especially at night, or when there is no visible disabled vehicle or when its obvious an individual is under the influence. Do not hesitate to contact your shift supervisor and ask for advice or guidance.
- It is unlawful for operators to transport an infant without proper child restraints.
- All passengers being transported in a HERO vehicle, must wear seat belts.
- Advise motorists that disabled vehicles are normally towed and taken into custody, if not removed in a timely manner (usually 8 hours after being tagged on the freeway system).

#### V. PROCEDURES:

- Contact the TMC prior to transporting
- Provide the TMC with the following information:
  - Description of the vehicle
  - License plate number
  - Description of the motorist(s)
  - Number of people being transported
  - Destination
  - Beginning Mileage
  - Call TMC when transport is successfully completed
  - Ending Mileage

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Article	4	Transporting Motorist / Pedestrian	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

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# H.E.R.O. UNIT

## Standard Operating Procedures

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Article	5	Leaving & Entering the Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for safely leaving and re-entering the travel lanes on the freeway system.

II. GENERAL: This policy is written due to the potential safety risk associated with HERO vehicles reducing speed in order to leave the travel lanes and assist stranded motorist on the shoulder and then re-entering the flow of traffic from a stopped position.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to exercise the driving skills and techniques taught to them during the HERO certification course and the on-the-job training.

#### IV. POLICY:

- When an operator sees a stranded motorist consideration should be given to the location of the stalled vehicle, in regards to the location of the HERO vehicle:
  - If the operator cannot reach the stalled vehicle safely, he/she should go to the next exit and circle back and get into position to reach the stalled vehicle safely.
  - Do not risk creating a hazardous situation by making an erratic maneuver which may cause an accident with injuries.

Section	3	General Operations	Page 2 of 3
Article	5	Leaving & Entering the Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont.

- When approaching a stalled vehicle:
  - Consider how much difficulty you will experience attempting to re-enter the flow of traffic.
  - Parking behind a stalled vehicle will provide additional protection for both you and the motorist.
  - Parking behind the stalled vehicle is less disruptive to the flow of traffic when pulling off onto the shoulder.
  - Always turn the wheels of your vehicle toward the curb or barrier wall before exiting your vehicle.

*Then if your vehicle is struck in the rear your vehicle will go in the direction the wheels are turned and not straight ahead toward you and the motorist you are assisting.*

- Before exiting the HERO vehicle, operators should contact the TMC and advise them of their location and situation.

#### V. PROCEDURES:

- If an operator is able to successfully troubleshoot the mechanical problem of a vehicle, operators should then assist motorists in re-entering the travel lanes by using the appropriate directional signal and emergency warning lights on their vehicle to protect the re-entry of the motorist.
- Once both vehicles have successfully entered the travel lanes and have reached the normal speed limit or flow of traffic, turn off emergency warning lights and continue patrolling you assigned route.

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Article	5	Leaving & Entering Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

- After assisting the motorist, the HERO operator should try to use the shoulder to accelerate prior to entering the flow of traffic rather than starting from a stopped position. However, sometimes this is not possible due to design restriction of the roadway and/or other obstructions.

*Always use extreme care leaving and re-entering the roadway.*

- If the HERO operator is unable to correct the mechanical problem with the disabled vehicle, the operator may offer to call a tow truck for the motorist, transport the motorist to the next exit and allow them to secure their own assistance, or allow the motorist to use the cell phone to make a “courtesy call” for assistance.

VI. REVISION LOG:

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# H.E.R.O. UNIT

## Standard Operating Procedures

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Article	6	Debris Removal from Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide guidelines for removing debris from the travel lanes of the freeway system.
- II. GENERAL: Debris, littering the freeways, present a very real threat to the motoring public. Accidents frequently occur when vehicles either stop suddenly or make abrupt lane changes to avoid striking debris in the travel lanes. Removing debris from the travel lanes is a potentially dangerous activity and every precaution should be taken.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to understand the importance of debris removal, as well as, how to perform this task safely.
- IV. POLICY:
- When objects/debris are discovered in the travel lanes, notify the TMC providing the dispatcher with the exact location, which lane(s) are affected, and whether or not you can remove the debris unassisted or if back up will be required.
  - Under no circumstances shall a HERO operator merely, “**Call it in**”, and continue patrolling without removing the debris.
  - If it is impossible for an operator to **safely** remove the debris, the operator is to contact the TMC and request assistance from another HERO Unit, Law Enforcement, and/or GDOT maintenance personnel and together remove the hazard/debris.



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Article	6	Debris Removal from Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

- Trash and routine debris removed from the travel lanes, shall be placed well off the travel lanes to be picked up by maintenance at a later time.
- Valuable items found on the interstate system are to be turned in to the Incident Management Manager/Assistant Manager, where the items will be tagged with the date, and location found to be retained for 30 days. If not claimed within that time period, articles will be disposed of through the Department of General Services.

V. PROCEDURES:

- If while patrolling, an operator sees a truck spilling his load on to the travel lanes, the operator should use the PA system to inform the offending driver that his load is being spilled and for him to pull over to the shoulder. If the driver refuses to stop, contact the TMC and give the location, type of material being spilled, direction of travel, license number, company name, etc. This information will be forwarded to law enforcement and the Claims Office.  
*Note: The HERO Unit has no enforcement authority to make the truck pull over and in no case do we want a HERO Unit in a high speed pursuit.*
- If a spilled load is a hazard to traffic, stop and begin clean up procedures, if the location is unsafe for you to remove or the amount of debris too great request assistance from other HERO Units, Law enforcement, and/or GDOT maintenance personnel through the TMC dispatcher.

Section	3	General Operations	Page 3 of 3
Article	6	Debris Removal from Travel Lanes	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
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VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
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# H.E.R.O. UNIT

## Standard Operating Procedures

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Article	7	Tagging Abandoned Vehicles	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish guidelines for tagging abandoned and/or unattended vehicles left of the freeway system.
- II. GENERAL: In many instances motorists, in distress, will leave their vehicle on the shoulder of the roadway when in need of fuel or mechanical assistance. Tagging the vehicle will let the driver know of our service and our regrets that we were not able to assist them on this occasion, it will also let other HERO operators know that they do have to check or tag this vehicle, nor report it in to the TMC.
- III. RESPONSIBILITY: It is the responsibility of the HERO operator to tag unattended or abandoned vehicles which are detected while patrolling their assigned route.
- IV. POLICY:
- Do not tag vehicles which were previously tagged by law enforcement and/or another HERO operator.
  - When tagging a vehicle, always check the vehicle for:
    - Injured, sick, or incapacitated individuals
    - Anything suspicious in nature (punched ignition, damaged door lock, broken window with glass debris still in the vehicle, etc.)
  - If anything unusual is found, notified the TMC and have the dispatcher forward the information to law enforcement for their handling.

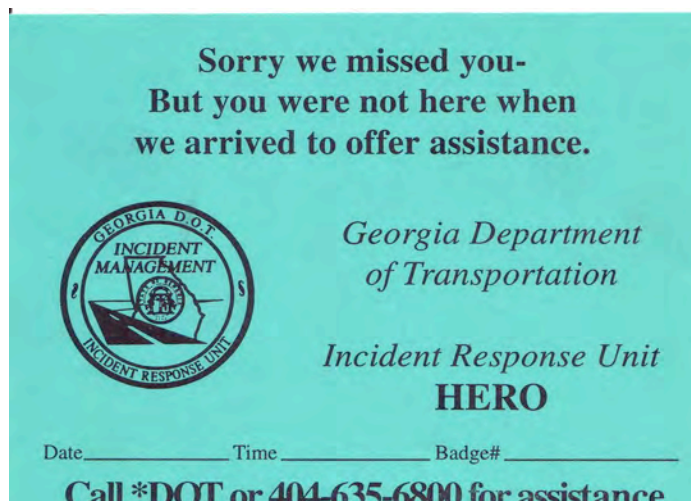
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Article	7	Tagging Abandoned Vehicles	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

- If an unattended vehicle is found by the HERO operator in a “legal” but **unsafe location** (narrow shoulder, blind spot, vertical or horizontal curve, gore area, too close to the travel lanes, etc.) notified the TMC dispatcher that the vehicle poses a threat to public health and safety and advise them that you are going to relocate the vehicle to a safe location. If this can not be done unassisted, request assistance from another HERO unit, law enforcement and/or a towing & recovery service [O.C.G.A. 40-6-275 (g)], O.C.G.A. 40-6-276 AND (O.C.G.A. 40-11-3.1).

V. PROCEDURES:

- The HERO tag or card is to be placed on the rear windshield of all vehicles unattended or abandoned on assigned patrol route.
- The HERO operator does not have to check on or tag an abandoned vehicle that has already been tagged by law enforcement or another HERO operator.
- Tagging operator should include **date, time, and operator’s badge number**, in appropriate spaces provided on the HERO tag (**See example tag below**).



Section	3	General Operations	Page 3 of 3
Article	7	Tagging Abandoned Vehicles	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
Mike Hendon, URS	09/2007	Updated O.C.G.A. policies

**REFERENCE – HERO SOP 3.7**

**O.C.G.A. § 40-6-275**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-275 (2007)

§ 40-6-275. Duty to remove vehicle from public roads; removal of incapacitated vehicle from state highway

- (a) Any other provision of this article or any other law to the contrary notwithstanding, motor vehicles involved in traffic accidents and the drivers of such motor vehicles shall be subject to the provisions of this Code section.
- (b) This Code section shall apply to motor vehicle traffic accidents which occur on the public roads of this state as defined in paragraph (24) of Code Section 32-1-3. Any violation of this Code section shall be punishable as a misdemeanor pursuant to Code Section 40-6-1.
- (c) When a motor vehicle traffic accident occurs with no apparent serious personal injury or death, it shall be the duty of the drivers of the motor vehicles involved in such traffic accident, or any other occupant of any such motor vehicle who possesses a valid driver's license, to remove said vehicles from the immediate confines of the roadway into a safe refuge on the shoulder, emergency lane, or median or to a place otherwise removed from the roadway whenever such moving of a vehicle can be done safely and the vehicle is capable of being normally and safely driven, does not require towing, and can be operated under its own power in its customary manner without further damage or hazard to itself, to the traffic elements, or to the roadway. The driver of any such motor vehicle may request any person who possesses a valid driver's license to remove any such motor vehicle as provided in this Code section, and any such person so requested shall be authorized to comply with such request.
- (d) The driver or any other person who has removed a motor vehicle from the main traveled way of the road as provided in subsection (c) of this Code section before the arrival of a police officer shall not be considered liable or at fault regarding the cause of the accident solely by reason of moving the vehicle pursuant to this Code section.
- (e) This Code section shall not abrogate or affect a driver's duty to file any written report which may be required by a local law enforcement agency, but compliance with the requirements of this Code section shall not allow a driver to be prosecuted for his or her failure to stop and immediately report a traffic accident.
- (f) This Code section shall not abrogate or affect a driver's duty to stop and give information in accordance with law, nor shall it relieve a police officer of his or her duty to render a report in accordance with law.

**REFERENCE – HERO SOP 3.7**

(g) Employees of the Department of Transportation, in the exercise of the management,

control, and maintenance of the state highways, may require and assist in the removal from the main traveled way of roads on the state highway system of all vehicles incapacitated from any cause other than having been involved in a motor vehicle accident and of all vehicles incapacitated as a result of motor vehicle traffic accidents and of debris caused thereby when such motor vehicle accidents occur with no apparent serious personal injury or death, where such move can be accomplished safely by the drivers of the vehicles involved or with the assistance of a towing or recovery vehicle and will result in the improved safety or convenience of travel upon the road. However, a vehicle incapacitated as a result of a motor vehicle traffic accident with apparent serious personal injury or death may not be moved until the enforcement officer has made the necessary measurements and diagrams required for the initial accident investigation.

**HISTORY:** Ga. L. 1974, p. 969, § 1; Ga. L. 1977, p. 742, §§ 1, 2; Code 1981, § 40-6-276; Code 1981, § 40-6-275, as redesignated by Ga. L. 1990, p. 2048, § 5; Ga. L. 1993, p. 370, § 2; Ga. L. 1994, p. 97, § 40; Ga. L. 1999, p. 904, § 2; Ga. L. 2004, p. 896, § 1.

## **REFERENCE – HERO SOP 3.7**

**O.C.G.A. § 40-6-276**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-276 (2007)

§ 40-6-276. Duty of driver of wrecker truck

(a) The driver of each wrecker truck towing away any vehicle from the scene of a wreck shall also take away all parts belonging to the vehicle which he is towing away, or, if they consist of small parts or broken glass, he shall clear the streets of said small parts or glass, unless the driver is ordered not to do so by the investigating police officer due to circumstances at the scene of the accident.

(b) Any person violating subsection (a) of this Code section shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine not to exceed \$100.00.

**HISTORY:** Ga. L. 1970, p. 445, §§ 1, 2; Ga. L. 1982, p. 3, § 40; Code 1981, § 40-6-277; Code 1981, § 40-6-276, as redesignated by Ga. L. 1990, p. 2048, § 5.

**REFERENCE – HERO SOP 3.7**

**O.C.G.A. § 40-11-3.1**



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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 11. ABANDONED MOTOR VEHICLES  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 40-11-3.1 (2007)

§ 40-11-3.1. Unattended vehicle checks

(a) It shall be the duty of any peace officer who discovers a motor vehicle which has been left unattended on a public street, road, or highway or other public property to immediately perform an unattended vehicle check on such motor vehicle, unless there is displayed on such motor vehicle an unattended vehicle check card indicating that another peace officer has already performed such an unattended vehicle check. For purposes of this Code section, an unattended vehicle check shall consist of such actions as are reasonably necessary to determine that the unattended vehicle does not contain an injured or incapacitated person and to determine that the unattended vehicle does not pose a threat to public health or safety.

(b) A peace officer completing an unattended vehicle check shall complete and attach to the vehicle an unattended vehicle check card. Unattended vehicle check cards shall be in such form, and shall be attached to vehicles in such manner, as may be specified by rule or regulation of the Department of Public Safety; and to the extent that sufficient funds are available to the department, the department may distribute such forms free of charge to law enforcement agencies in this state. Unattended vehicle check cards shall be serially numbered; shall be of a distinctive color and shape, so as to be readily visible to passing motorists; and shall contain spaces for the investigating police officer to indicate the location of the vehicle, the date and time of the completion of the unattended vehicle check, and the name of such peace officer's law enforcement agency. A detachable stub, which shall be filed with the investigating peace officer's law enforcement agency, shall bear the same serial number and shall contain the same information, together with the identity of the investigating peace officer and the license plate number and other pertinent identifying information relating to the abandoned vehicle.

(c) Nothing in the Code section shall limit the otherwise applicable authority of a peace officer to have an unattended motor vehicle removed to a garage or other place of safety.

(d) It shall be unlawful for any person other than a peace officer to attach a genuine or counterfeit unattended motor vehicle check card to a motor vehicle; and any person convicted of violating this subsection shall be guilty of a misdemeanor.

**HISTORY:** Code 1981, § 40-11-3.1, enacted by Ga. L. 1988, p. 688, § 1; Ga. L. 2000, p. 951, § 7-1.

# H.E.R.O. UNIT

## Standard Operating Procedures

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Article	8	Vehicle Towing & Recovery	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide guidelines for the towing & recovery of disabled and abandoned vehicles, which may pose a hazard to other motorists.
- II. GENERAL: There are times when a vehicle must be towed, either by request of the motorist or more importantly, due to the fact that the vehicle poses a hazard to the traveling public.
- III. RESPONSIBILITY: It is the responsibility of the HERO operator to know when a disabled/abandoned vehicle needs to be towed and the guidelines for requesting a tow.

#### IV. POLICY:

##### *Disabled or abandoned vehicle located on a shoulder/gore area*

- If the vehicle is an automobile and is located on the LEFT (inside) shoulder, a flat bed wrecker shall be requested.
- When requesting a tow truck, provide the TMC with the following information:
  - Exact location and direction of travel
  - Which shoulder or area is the vehicle located (inside or outside shoulder, approach or trail gore, exit or entrance ramp)
  - Make of vehicle
  - Color of vehicle

Section	3	General Operations	Page 2 of 3
Article	8	Vehicle Towing & Recovery	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

*Disabled or abandoned vehicle located on a shoulder/gore area cont:*

- Provide additional information, as needed, to ensure that the appropriate equipment will be dispatched to recover the vehicle

*Example: If it's a large truck empty or loaded with materials, inform the dispatcher. If the vehicle has a flat tire, tell the dispatcher which tire is flat, etc.*

*Disabled or abandoned vehicle located in a travel lane(s)*

- Contact the TMC and advise the dispatcher that you have a stalled/abandoned vehicle in a travel lane(s). Provide the same aforementioned information, as is outlined on page one of this SOP, but include which travel lane(s) is blocked
- Request the assistance of another HERO unit and Law enforcement, if needed.
- Request that a tow truck be en route to your location

*Remember: The Department has the authority to relocate a vehicle that poses a threat to public health or safety or to mitigate traffic congestion. (O.C.G.A. 32-6-2)*

- Therefore, if there is going to be a delay in the response of the towing & recovery service, the HERO unit may push and/or pull the vehicle to a safe location (shoulder) in order to remove the hazarded.
- The HERO Unit does not **impound** vehicles, we relocate or have them towed.

Section	3	General Operations	Page 3 of 3
Article	8	Vehicle Towing & Recovery	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

*O.C.G.A. Concerning Wrecker Services*

- “The driver of each wrecker truck towing away any vehicle from the scene of a wreck shall also take away all parts belonging to the vehicle which he is towing away, or, if they consist of small parts or broken glass, he shall clear the streets of said small parts or glass, unless the driver is ordered not to do so by the investigating police officer due to circumstances at the scene of the accident.

Any person violating subsection (a) of this Code Section shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine not to exceed \$100.00.” [O.C.G.A. 40-6-276 (a) (b)]

V. PROCEDURES:

- When assisting a stranded motorist during inclement weather or if the motorist seems uneasy about remaining alone while awaiting a tow, the HERO operator may remain with the stalled vehicle until a tow truck arrives.

*NOTE: The TMC and the operator’s shift supervisor should be made aware of this decision to remain with the motorist.*

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
Mike Hendon	09/2007	Updated O.C.G.A. policies

**REFERENCE – HERO SOP 3.8**

**O.C.G.A. § 32-6-2**

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TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 6. REGULATION OF MAINTENANCE AND USE OF PUBLIC ROADS GENERALLY  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 32-6-2 (2007)

§ 32-6-2. Authority of department, counties, and municipalities to regulate parking; parking vehicles or leaving vehicles unattended on right of way of public road on state highway system

Notwithstanding Code Section 40-6-200 and Code Sections 40-6-202 through 40-6-204:

(1) The department may regulate and prohibit the parking of any type of vehicle on any public road on the state highway system, including extensions thereof into or through municipalities. Whenever any state or local law enforcement officer finds a vehicle parked in violation of law or the department's regulations, such officer or employee is authorized to move such vehicle or require the driver or other person in charge of the vehicle to move the same. If the vehicle is unattended, such officer is authorized to remove or provide for the removal of such vehicle to the nearest garage or other place of safety at the owner's expense. State or local law enforcement officers and the department are further authorized, with or without the consent of the owner, to remove or have removed any obstruction, cargo, or personal property which is abandoned, unattended, or damaged as a result of a vehicle accident which the department determines to be a threat to public health or safety or to mitigate traffic congestion, and any person or towing service that is removing an obstruction, cargo, or personal property at the location of such obstruction, cargo, or personal property upon instruction by a law enforcement officer, an official of a fire department acting under the authority of paragraph (1) of Code Section 25-3-1 or paragraph (3) of Code Section 25-3-2, or an official of the department shall be liable only for gross negligence;

(2) A county may regulate and control the parking of vehicles on the county road system and to this end the county may place parking meters on or immediately adjacent to any or all such roads, except extensions into a municipality, for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A county may also place such parking meters on or adjacent to any public road on the state highway system located within the county and outside the corporate limits of a municipality when authorized by the department pursuant to paragraph (1) of this Code section;

(3) A municipality may regulate and control the parking of vehicles on its municipal street system and on extensions of a county road system within its corporate limits and to this end may place parking meters on or immediately adjacent to any or all of such roads for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A municipality also may place such parking meters on or adjacent to any public road on the state highway system located within the corporate limits of the municipality when authorized by the department pursuant to paragraph (1) of this Code section; and

(4) It shall be unlawful for any person to park or leave unattended any vehicle upon the right of way of any public road on the state highway system for over 48 hours.

**REFERENCE – HERO SOP 3.8**  
**HISTORY:** Code 1933, § 95A-904, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1982, p. 3, § 32; Ga. L. 1985, p. 149, § 32; Ga. L. 1993, p. 370, § 1; Ga. L. 2000, p. 951, § 2-3; Ga. L. 2005, p. 334, § 12-1/HB 501; Ga. L. 2007, p. 170, § 1/HB 231.

**O.C.G.A. § 40-6-276**

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TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-276 (2007)

§ 40-6-276. Duty of driver of wrecker truck

(a) The driver of each wrecker truck towing away any vehicle from the scene of a wreck shall also take away all parts belonging to the vehicle which he is towing away, or, if they consist of small parts or broken glass, he shall clear the streets of said small parts or glass, unless the driver is ordered not to do so by the investigating police officer due to circumstances at the scene of the accident.

(b) Any person violating subsection (a) of this Code section shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine not to exceed \$100.00.

**HISTORY:** Ga. L. 1970, p. 445, §§ 1, 2; Ga. L. 1982, p. 3, § 40; Code 1981, § 40-6-277; Code 1981, § 40-6-276, as redesignated by Ga. L. 1990, p. 2048, § 5.

# H.E.R.O. UNIT

## Standard Operating Procedures

Section	3	General Operations	Page 1 of 7
Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To provide basic guidelines for assisting motorists who become stranded on the Interstate System, due to mechanical problems with their vehicle.

II. GENERAL: While the primary task of the HERO Unit is incident management, the secondary responsibility is the one that the unit receives its most praise and appreciation, providing assistance to stranded motorists.

III. RESPONSIBILITY: While it is the responsibility of each HERO operator to provide assistance to motorists who have become stranded on the Interstate system, as a result of a disabled vehicle.

#### IV. POLICY:

- Always notify the TMC, prior to leaving the HERO vehicle to assist a motorist.
  - Give exact location
  - Color of vehicle
  - Make of vehicle
  - License plate number
  - Etc.
- Motorist-Aid **shall not** be performed on a stalled vehicle blocking a travel lane
- Motor-Aid **shall not** be performed on a stalled vehicle located in a gore area, because of the potential hazard

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Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont:

- Disabled vehicles located in hazardous areas (travel lanes, gore areas, etc.) are to be pushed, pulled or towed to a safe location before performing any type of troubleshooting on the vehicle.
- If the disabled vehicle cannot be relocated unassisted, the HERO operator shall contact the TMC and request assistance from another HERO unit, law enforcement and/or a towing & recovery service, in order to safely remove the vehicle to a safe location.
- The HERO operator is to protect/buffer the stalled vehicle, utilizing the emergency warning lights and arrow board, until the towing & recovery service arrives.
- The first priority of the HERO Unit is incident management and this must take precedence over the other duties of the HERO operator, including motorists assistance.

#### V. PROCEDURES:

- When attempting to determine what is mechanically wrong with a stalled vehicle, get as much information you can from the driver:
  - Has this ever happened before?
  - How did the vehicle act prior to stalling?
  - Do you know of any specific problems with the vehicle?

##### *Troubleshooting*

- **Fuel**

One of the first things to check is the fuel. Motorists do not always know, or they are ashamed to admit that they have run out of fuel. If it is determine that fuel is the problem, provide the motorist with enough fuel (1 to 2 gallons) to get to a service station, there they can

Section	3	General Operations	Page 3 of 7
Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	



V. PROCEDURES cont:

*Troubleshooting cont:*

▪ **Overheating**

Another common reason for motorist to be stranded is their vehicle has overheated.

*WARNING: Never remove the radiator cap from a HOT radiator. Allow it to cool (at least 30 minutes). When removing the radiator cap tell the motorist to stand back, just in case hot coolant should spray from the radiator.*

Remove the radiator cap gradually, in order to release any pressure that may be in the system.

When you are sure there is no pressure, you may remove the cap and check the coolant.

Before adding water/coolant to the radiator you should check:

- Belts
- Heater hose
- Radiator hose
- Oil (HERO Units do not provide oil)
- Leaks in the radiator
- Etc.

When checking the oil dipstick, if water is found in the oil, it is possible that the engine block or heads may be cracked. If this is the case, advise the motorist and \*note it on the daily log sheet.

\*In case the driver accuses the HERO operator of damaging his/her vehicle.

Section	3	General Operations	Page 4 of 7
Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

*Troubleshooting cont:*

▪ **Overheating cont:**

Water/Coolant should only be added after the vehicle has cooled (at least 30 minutes, depending on ambient temperature) and should be added while the engine is running.

When adding water/coolant, pour slowly, allowing time for the added water/coolant to mix with the existing coolant in the system. This will help reduce any thermal shock to the engine block and cooling system.

▪ **Changing Tires**

*Remember: Tire changing should be done only where it is reasonably safe to do so.*

If a vehicle is found on a shoulder with a substandard shoulder width (narrow shoulder) and the flat tire is adjacent to the travel lane, you should ask the driver to move the vehicle to a location where the shoulder is wider. If it is not possible to move the vehicle to a safer location or if the driver refuses, inform the driver that you will call for a tow service to relocate the vehicle, at his/her expense, and/or if possible, push the vehicle to a safer location using the HERO vehicle.

When ever a driver requests a tow service, be sure to advise the TMC dispatcher as to which tire is flat, this information will help the towing service brings the right equipment to do the job.

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Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

*Troubleshooting cont:*

**Changing Tires cont:**

When changing a tire make sure to chock the vehicle wheel so there is no chance the vehicle may roll. Also, check to make sure the emergency brake is "on".

Break all the lug nuts loose, but do not remove before jacking up the vehicle.

Jack up the vehicle and remove lug nuts and tire.

Place spare tire on the vehicle and replace lug nuts.

Let the vehicle down and check lug nuts for tightness. Tightening lug nuts should be done in a criss-cross pattern.

**Batteries**

To determine if the battery is discharged ask the driver to turn on their headlights and try to turn over their car engine.

If you hear a steady clicking sound and/or the headlights go dim when they try to start their engine, the problem is probably a discharged battery or poor battery connections.

HERO operators should check the battery posts and connections to make sure they are clean and tighten to the battery posts. If they need to be clean to remove corrosion, first disconnect the ground cable, then the positive cable. When reconnecting the battery the positive cable should be connected first, then the ground cable.

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Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES cont:

### *Troubleshooting cont:*

#### **Batteries cont:**

When making connections to jump start the battery using the HERO vehicle's jump starting system:

- Connect the positive (+) cable to the positive (+) post of the dead battery.
- Connect the negative (-) cable to the engine block of the dead vehicle
- Start the source vehicle (HERO vehicle), increase rpm to about 2,000 and allow two to five minutes for the dead battery to charge.
- Start the dead vehicle and remove the cables in reverse order.

If the vehicle will not crank, offer to call for a private tow service to relocate the vehicle to a repair shop of their choosing and at their expense.

#### **Miscellaneous Automobile Problems**

Other items to check are:

- Fuses
  - Loose or broken wires
  - Blown fusible links
  - Coil wire
- The HERO operator should not spend more than 10 minutes attempting to make repairs to a stalled vehicle. The HERO operator should assist the motorist in obtaining a private tower to relocate their vehicle to a repair shop of their choice.

Section	3	General Operations	Page 7 of 7
Article	9	Motorist-Aid Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
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# H.E.R.O. UNIT

## Standard Operating Procedures

Section	3	General Operations	Page 1 of 3
Article	10	Emergency Warning Lights & Arrow Board Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide guidelines for the use of emergency warning lights and the truck mounted, Type B, arrow board.
- II. GENERAL: The HERO incident response vehicle is equipped with various types of emergency warning lights to make the vehicle more visible to oncoming traffic and to warn motorists of HERO presence in the roadway environment. The truck mounted arrow board is designed to provide positive guidance for the motorist in redirecting traffic around and/or through an incident zone.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to know how and when to properly use these safety/warning devices, in accordance with established HERO policies and the Georgia Code for Emergency Vehicles.
- IV. POLICY:
- Emergency warning lights **shall** be used:*
- When en route to a **confirmed** incident with injuries and/or blocking a travel lane(s)
  - When assisting a stranded motorist, law enforcement, and/or other emergency services, on the shoulder of the roadway
  - When stopped in a travel lane for an incident, debris, stalled vehicle, etc.

Section	3	General Operations	Page 2 of 3
Article	10	Emergency Warning Lights & Arrow Board Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

#### IV. POLICY cont:

##### *Emergency warning lights **shall** be used cont:*

- When on the shoulder performing maintenance on the HERO vehicle (checking tires, arrow board, lights, equipment, supplies, etc.)
- When re-entering the travel lanes of the freeway system from a parked position on the shoulder, the HERO operators shall use their four way flashers and rear emergency warning lights until the HERO vehicle has resumed a speed which is equivalent to the flow of traffic or posted speed limit.
- Once a HERO operator arrives at the scene of an incident, the front emergency warning lights shall be turned off, since they are no longer needed to maneuver through traffic.

##### *Emergency warning lights **shall not** be used:*

- When en route to a non-emergency type incident, such as, a stalled vehicle on the shoulder of the roadway or an unconfirmed incident.

##### *When using the **emergency lane** to reach an incident scene:*

- This should be done **ONLY**, if the traffic queue prevents you from getting to the incident scene expeditiously, then use the emergency lane
- When responding to an emergency situation you must use both **audible** and **visible** emergency warning devices [O.C.G.A. 40-6-6 (c)]
- When utilizing the emergency shoulder the HERO operator **shall not** exceed a speed of fifteen (15) MPH.

**REMEMBER:** O.C.G.A. 40-6-6, does not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons.

Section	3	General Operations	Page 3 of 3
Article	10	Emergency Warning Lights & Arrow Board Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
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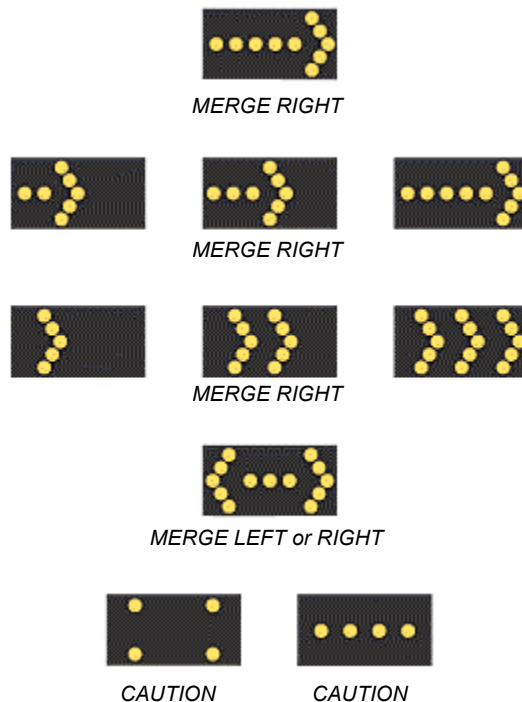
V. PROCEDURES:

*Arrow Boards*

- HERO vehicles are equipped with a truck mounted flashing arrow board, to be used to provide positive guidance for approaching traffic to redirect them around a lane closure, incident scene, blocked travel lane (due to a stalled vehicle, accident, debris in the roadway, etc.)
- HERO operators should not exceed **40 MPH or the manufacturers suggested speed**, when the arrow board is in the “up” position. Wind drag can do considerable damage to the board.
- In order to reduce battery drainage, always set parking brake for **High Idle**, when operating an arrow board.

**Typical Arrow Board Flash/Sequential Modes**

*RIGHT Arrow shown; LEFT Arrow reverse*





VI. REVISION LOG:

<b><i>NAME</i></b>	<b><i>DATE OF REVISION</i></b>	<b><i>SUMMARY OF REVISION</i></b>
Mike Hendon, URS	09/2007	Updated O.C.G.A. policies & Arrow Board diagrams

**REFERENCE – HERO SOP 3.10**

## **O.C.G.A. § 40-6-6**

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\*\*\* Current through the 2007 Regular Session \*\*\*

### TITLE 40. MOTOR VEHICLES AND TRAFFIC CHAPTER 6. UNIFORM RULES OF THE ROAD ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 40-6-6 (2007)

#### § 40-6-6. Authorized emergency vehicles

(a) The driver of an authorized emergency vehicle or law enforcement vehicle, when responding to an emergency call, when in the pursuit of an actual or suspected violator of the law, or when responding to but not upon returning from a fire alarm, may exercise the privileges set forth in this Code section.

(b) The driver of an authorized emergency vehicle or law enforcement vehicle may:

- (1) Park or stand, irrespective of the provisions of this chapter;
- (2) Proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation;
- (3) Exceed the maximum speed limits so long as he or she does not endanger life or property; and
- (4) Disregard regulations governing direction of movement or turning in specified directions.

(c) The exceptions granted by this Code section to an authorized emergency vehicle shall apply only when such vehicle is making use of an audible signal and use of a flashing or revolving red light visible under normal atmospheric conditions from a distance of 500 feet to the front of such vehicle, except that a vehicle belonging to a federal, state, or local law enforcement agency and operated as such shall be making use of an audible signal and a flashing or revolving blue light with the same visibility to the front of the vehicle.

(d)(1) The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons.

(2) When a law enforcement officer in a law enforcement vehicle is pursuing a fleeing suspect in another vehicle and the fleeing suspect damages any property or injures or kills any person during the pursuit, the law enforcement officer's pursuit shall not be the proximate cause or a contributing proximate cause of the damage, injury, or death caused by the fleeing suspect unless the law enforcement officer acted with reckless disregard for proper law enforcement procedures in the officer's decision to initiate or continue the pursuit. Where such reckless disregard exists, the pursuit may be found to constitute a proximate cause of the damage, injury, or death caused by the fleeing suspect, but the existence of such reckless disregard shall not in and of itself establish causation.

(3) The provisions of this subsection shall apply only to issues of causation and duty and shall not affect the existence or absence of immunity which shall be determined as otherwise provided by law.

REFERENCE - HERO SOP 3.10

(4) Claims arising out of this subsection which are brought against local government entities, their officers, agents, servants, attorneys, and employees shall be subject to the procedures and limitations contained in Chapter 92 of Title 36.

(e) It shall be unlawful for any person to operate an authorized emergency vehicle with flashing lights other than as authorized by subsection (c) of this Code section.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, § 26; Code 1933, § 68A-107, enacted by Ga. L. 1974, p. 633, § 1; Ga. L. 1990, p. 2048, § 5; Ga. L. 1995, p. 855, § 1; Ga. L. 2002, p. 579, § 4.

# H.E.R.O. UNIT

## Standard Operating Procedures

Section	3	General Operations	Page 1 of 5
Article	11	Protocol for Responding to Incidents	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for responding to incidents when dispatched by the Transportation Management Center (TMC) or when an incident is detected by the HERO operator while patrolling an assigned route.

II. GENERAL: This policy is designed to provide the HERO operator with the basic guidelines and protocol for responding to emergency situations and incidents. Good judgment by HERO operators however, must override guidelines when necessary.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to become familiar with the policies and procedures for properly responding to both confirmed and unconfirmed incidents.

#### IV. POLICY:

- “The driver of an *authorized emergency vehicle* or law enforcement vehicle, when responding to an emergency call, when in the pursuit of an actual or suspected violator of the law, or when responding to but not upon returning from a fire alarm, may exercise the privileges set forth in this code section.

(b) The driver of an authorized emergency vehicle or law enforcement vehicle may:

1. Park or stand, irrespective of the provisions of this chapter;
2. Proceed past a red or stop signal or stop sign, but **ONLY** after slowing down as may be necessary for safe operation;
3. Exceed the maximum speed limits so long as he or she does not endanger life or property; and

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Article	11	Protocol for Responding to Incidents	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont:

4. Disregard regulations governing direction of movement or turning in specified directions.

(c) The exceptions granted by this Code section to an authorized emergency vehicle shall apply **ONLY** when such vehicle is making use of an **audible signal** and use of a **flashing** or revolving **red light** visible under normal atmospheric conditions from a distance of 500 feet to the front of such vehicle...

(d) (1) The foregoing provision **shall not** relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons.” (O.C.G.A. 40-6-6)

- HERO vehicles may use the emergency shoulder to get to the scene of an incident (See HERO SOP 3.10, Emergency Warning Lights & Arrow Board Protocol, IV. POLICY, page 2)
- When responding to an *unconfirmed* incident the HERO operator is not granted the same privileges found in O.C.G.A. 40-6-6, as he/she would have if they are responding to a *confirmed* traffic incident.

V. PROCEDURES:

*When responding to an incident:*

- Make sure you receive all essential information from the TMC dispatcher:
  - Location of the incident
  - Number of vehicles involved
  - Injuries, if known
  - Number of lanes blocked

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#### IV. POLICY cont:

*When responding to an incident cont:*

- Type of vehicles involved
  - Possible hazards (Haz-Mat or explosives)
- Once information is received, advise the dispatcher that you are en route to the incident

#### V. PROCEDURES cont:

*At the incident scene, the HERO operator should:*

- Always approach alertly and cautiously, look for hazards, and position the HERO vehicle where you have access to it but where it will not interfere with traffic in open travel lanes.
- Notify the TMC that you have arrived on the scene and provide them with more specific information concerning the incident, as soon as practical.
- Exact location and direction
  - Nearest Mile Marker
  - Number and Types of vehicles
  - Type of injuries (Severe or can they be treated by First-Aid)
  - Number and which lanes are blocked
  - Debris in the roadway, type of debris, how much
  - If there are hazardous materials involved, type, how much
  - Condition of vehicles involved (drivable or not)
  - Request additional resources, as needed
- Protect the scene with traffic controls, emergency warning lights, wig –wags, and arrow board to provide positive guidance in redirecting traffic around the incident site. (Stay alert, watch for traffic, DO NOT become a victim).

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Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES cont:

*At the incident scene, the HERO operator should cont:*

- Use the gear that is appropriate for the situation and that is required (reflective safety vest, eye protection, gloves, personal protective equipment, etc.)
- Determine quickly what additional emergency service personnel are needed and advise the TMC dispatcher.
  - Ambulance
  - Fire
  - Law Enforcement
  - Haz-Mat Team
  - DOT Maintenance Crew
  - EPA/EPD (when hazardous materials are involved)
  - Towing and Recovery Service
- Check for the possibility of fire, look for fuel spills and extinguish small flames
- Check for life threatening injuries and administer first-aid

**REMEMBER:** Do ONLY what you have been trained to do.

Legally and ethically you are limited by your training level.

If you attempt to act beyond your training level, you may injure yourself, cause harm to the patient, or add to the extent of the incident.

- Extricate injured, *ONLY* if their life is endangered by remaining in the vehicle

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V. PROCEDURES cont:

*At the incident scene, the HERO operator should cont:*

- The first responder on the scene assumes the position of Incident Commander. As other responders arrive on-scene, the position of Incident Commander may change to reflect the nature of the tasks involved
- Assist fire, rescue or law enforcement as needed
- If meeting with the approval of the investigating officer, relocate accident vehicles to the shoulder of the roadway
- Sweep up accident debris and cover oil spots with absorbent materials, if there are no objections from the investigating officer
- Secure all tools, equipment and supplies
- Check and call-in any state property damage (Guardrail, attenuators, signs, etc.)
- Obtain all pertinent information and complete assist report
- Go 10-8 and resume normal duties

***NOTE:*** Every incident will be different and there are no fast rules that will cover every situation. The HERO operator must use good judgment and common sense to avoid further injuries to persons involved, yourself or co-workers.

VI. REVISION LOG:

<b>NAME</b>	<b>REFERENCE – HERO SOP 3.11</b> <b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Mike Hendon, URS	09/2007	Updated O.C.G.A. policies

**O.C.G.A. § 40-6-6**



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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 1. GENERAL PROVISIONS

**O.C.G.A. § 40-6-6 (2007)**

§ 40-6-6. Authorized emergency vehicles

(a) The driver of an authorized emergency vehicle or law enforcement vehicle, when responding to an emergency call, when in the pursuit of an actual or suspected violator of the law, or when responding to but not upon returning from a fire alarm, may exercise the privileges set forth in this Code section.

(b) The driver of an authorized emergency vehicle or law enforcement vehicle may:

- (1) Park or stand, irrespective of the provisions of this chapter;
- (2) Proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation;
- (3) Exceed the maximum speed limits so long as he or she does not endanger life or property; and
- (4) Disregard regulations governing direction of movement or turning in specified directions.

(c) The exceptions granted by this Code section to an authorized emergency vehicle shall apply only when such vehicle is making use of an audible signal and use of a flashing or revolving red light visible under normal atmospheric conditions from a distance of 500 feet to the front of such vehicle, except that a vehicle belonging to a federal, state, or local law enforcement agency and operated as such shall be making use of an audible signal and a flashing or revolving blue light with the same visibility to the front of the vehicle.

(d)(1) The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons.

(2) When a law enforcement officer in a law enforcement vehicle is pursuing a fleeing suspect in another vehicle and the fleeing suspect damages any property or injures or kills any person during the pursuit, the law enforcement officer's pursuit shall not be the proximate cause or a contributing proximate cause of the damage, injury, or death caused by the fleeing suspect unless the law enforcement officer acted with reckless disregard for proper law enforcement procedures in the officer's decision to initiate or continue the pursuit. Where such reckless disregard exists, the pursuit may be found to constitute a proximate cause of the damage, injury, or death caused by the fleeing suspect, but the existence of such reckless disregard shall not in and of itself establish causation.

(3) The provisions of this subsection shall apply only to issues of causation and duty and shall not affect the existence or absence of immunity which shall be determined as otherwise provided by law.

(4) Claims arising out of this subsection which are brought against local government entities, their officers, agents, servants, attorneys, and employees shall be subject to the procedures and limitations contained in Chapter 92 of Title 36.

(e) It shall be unlawful for any person to operate an authorized emergency vehicle with flashing lights other than as authorized by subsection (c) of this Code section.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, § 26; Code 1933, § 68A-107, enacted by Ga. L. 1974, p. 633, § 1; Ga. L. 1990, p. 2048, § 5; Ga. L. 1995, p. 855, § 1; Ga. L. 2002, p. 579, § 4.

Georgia Department of Transportation  
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# Standard Operating Procedures

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Article	12	Relocating Disabled & Abandoned Vehicles	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To provide guidelines and authorization (OCGA 32-6-2) for relocating vehicles from the travel lanes of the freeway system.
- II. GENERAL: One of the duties of the HERO Unit is to relocate disabled and abandoned vehicles from the travel lanes to a safe area, such as, the shoulder of the roadway, accident investigation sites, etc. Performing this task helps reduce the potential risk to the traveling public and mitigates traffic congestion.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to know and execute the established policies & procedures for relocating vehicles.
- IV. POLICY:
- When pushing vehicles **remember**, that the purpose of relocating vehicles from a hazardous location is for **SAFETY** concerns and not to save the driver of the vehicle the expense of a tow.
  - **Do Not** push a vehicle more than 100 yards, unless special circumstances exist.
  - Push the disabled vehicle to a safe location on the outside shoulder or an accident investigation site
  - When pushing a vehicle, **Do Not** follow them through a turn, back off and once the turn is completed, slowly make contact again and continue pushing

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#### IV. POLICY cont:

- **Do Not** push the vehicle too fast
- Follow the techniques taught to you during the “Push Bumper” and “Wreckmaster”, training courses.
- The Georgia Code, regarding the relocation of disabled/abandoned vehicles, states that:

“...State or local law enforcement officers and the department (Department of Transportation) are further authorized, with or without the consent of the owner, to remove or have removed any obstruction, cargo, or personal property which is abandoned, unattended, or damaged as a result of a vehicle accident which the department determines to be a threat to public health or safety or to mitigate traffic congestion.” (O.C.G.A. 32-6-2).

#### V. PROCEDURES:

##### ***Abandoned vehicles blocking travel lane(s)***

- Protect the scene with your HERO vehicle using the emergency warning lights and arrow board
- Contact the TMC
- Provide the dispatcher with the exact location
- Request back up both HERO units and law enforcement, if needed.

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Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
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V. PROCEDURES cont.

- Provide description of vehicle, licenses plate number, which lanes are blocked, relocate vehicle to a safe location with the assistance of another HERO Unit, a 10-55 (Law Enforcement) or when necessary request a towing and recovery service (O.C.G.A. 32-6-2).

***Abandoned vehicle in a safe location***

- Contact TMC
- Provide exact location
- Description of vehicle
- Licenses plate number
- Tag vehicle (as per HERO SOP 3.7, Tagging Abandoned Vehicles)
- Continue Patrolling
- If tagged vehicle is still there on the operators next tour of duty, contact the TMC and request that the vehicle to be towed.

***Disabled vehicle in travel lane***

- Carefully instruct the motorist before you attempt to push their vehicle as to what you want them to do
- Advise them exactly where you want them to go
- Make sure the ignition is in the "ON" position
- Make sure the transmission is in "NEUTRAL"

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V. PROCEDURES cont.

***Disabled vehicle in travel lane cont:***

- Make sure emergency brake is “OFF”
- Remind them that their vehicle may be hard to steer and brake, if power assisted
- Advise them to leave the driver’s side window open, in case you need to provide additional directions using the PA system
- Again, make sure that the driver(s) understands what you want them to do
- Call for back up, if needed to *safely* relocate a disabled vehicle
- *Remember:* follow the techniques and training taught to you in the “Push Bumper” and “Wreckmaster”, training courses.

VI. REVISION LOG:

<b><i>NAME</i></b>	<b><i>DATE OF REVISION</i></b>	<b><i>SUMMARY OF REVISION</i></b>
Mike Hendon, URS	09/2007	Updated O.C.G.A. policies

**REFERENCE – HERO SOP 3.12**

**O.C.G.A. § 32-6-2**

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\*\*\* Current through the 2007 Regular Session \*\*\*  
TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 6. REGULATION OF MAINTENANCE AND USE OF PUBLIC ROADS GENERALLY  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 32-6-2 (2007)

§ 32-6-2. Authority of department, counties, and municipalities to regulate parking; parking vehicles or leaving vehicles unattended on right of way of public road on state highway system

Notwithstanding Code Section 40-6-200 and Code Sections 40-6-202 through 40-6-204:

(1) The department may regulate and prohibit the parking of any type of vehicle on any public road on the state highway system, including extensions thereof into or through municipalities. Whenever any state or local law enforcement officer finds a vehicle parked in violation of law or the department's regulations, such officer or employee is authorized to move such vehicle or require the driver or other person in charge of the vehicle to move the same. If the vehicle is unattended, such officer is authorized to remove or provide for the removal of such vehicle to the nearest garage or other place of safety at the owner's expense. State or local law enforcement officers and the department are further authorized, with or without the consent of the owner, to remove or have removed any obstruction, cargo, or personal property which is abandoned, unattended, or damaged as a result of a vehicle accident which the department determines to be a threat to public health or safety or to mitigate traffic congestion, and any person or towing service that is removing an obstruction, cargo, or personal property at the location of such obstruction, cargo, or personal property upon instruction by a law enforcement officer, an official of a fire department acting under the authority of paragraph (1) of Code Section 25-3-1 or paragraph (3) of Code Section 25-3-2, or an official of the department shall be liable only for gross negligence;

(2) A county may regulate and control the parking of vehicles on the county road system and to this end the county may place parking meters on or immediately adjacent to any or all such roads, except extensions into a municipality, for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A county may also place such parking meters on or adjacent to any public road on the state highway system located within the county and outside the corporate limits of a municipality when authorized by the department pursuant to paragraph (1) of this Code section;

(3) A municipality may regulate and control the parking of vehicles on its municipal street system and on extensions of a county road system within its corporate limits and to this end may place parking meters on or immediately adjacent to any or all of such roads for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A municipality also may place such parking meters on or adjacent to any public road on the state highway system located within the corporate limits of the municipality when authorized by the department pursuant to paragraph (1) of this Code section; and

(4) It shall be unlawful for any person to park or leave unattended any vehicle upon the right of way of any public road on the state highway system for over 48 hours.

**HISTORY:** Code 1933, § 95A-904, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1982, p. 3, § 32; Ga. L. 1985, p. 149, § 32; Ga. L. 1993, p. 370, § 1; Ga. L. 2000, p. 951, § 2-3; Ga. L. 2005, p. 334, § 12-1/HB 501; Ga. L. 2007, p. 170, § 1/HB 231.

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# Standard Operating Procedures

Section	3	General Operations	Page 1 of 3
Article	13	Communications with the TMC	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for communications between the Transportation Management Center (TMC) and the HERO Unit.

II. GENERAL: Communications is a vital link in providing a quick response to traffic incidents and expediting their clean up and removal. It is also essential for the safety and welfare of the HERO operators, who perform their duties in a potentially hazardous environment.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to maintain a working knowledge of the Unit's 10-Codes, Phonetic Alphabet, and Radio/Telephone protocol.

#### IV. POLICY:

- Each HERO operator will be issued the following:
  - Nextel radio/cell phone
  - 800 MHz radio
  - Accessories
- Each operator is solely responsible for each item listed above. This includes lost and damaged equipment.
- All equipment shall be kept clean and stored at room temperature, when not in use.

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Article	13	Communications with the TMC	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	



#### IV. POLICY cont:

- Each operator shall be responsible for charging their own radio batteries.
- Radios and/or related accessories shall be kept in the possession of the assigned operator or secured in a safe location at all times.
- Radios and accessories found lying around the HERO headquarters, unattended, will be secured and the responsible operator may be subjected to adverse action for equipment negligence.
- It is essential that every HERO operator maintain contact with the TMC dispatcher and other HERO personnel, not only for dispatching purposes but also for the safety of the HERO operators.

#### V. PROCEDURES:

- HERO operators are to notify the TMC dispatcher when they:
  - Begin their Tour of Duty (10-8, 10-76, Route #\_\_).
  - Arrive at their assigned route # and begin patrolling (10-85, Route #\_\_, nearest Exit #\_\_).
  - When they stop to assist a motorist.
  - Come upon an incident scene, while patrolling.
  - Arrive at an incident scene, as TMC dispatched.
  - Arrive at a stalled vehicle blocking a travel lane.
  - Always prior to transporting anyone off the freeway.
  - If something is negatively affecting traffic flow, that the TMC may not be aware.
  - If there is debris in the roadway.
  - Identify damage to State property (Guard rail, Traffic Signs, Attenuators, etc.).
  - Anytime an operator gets out of his/her vehicle (10-10, Exit #\_\_, Lunch and/or Break AND 10-7 upon return to service.
  - Leave their route to return to the HERO headquarters (10-7, Route #\_\_, 10-76, HERO Headquarters).

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V. PROCEDURES *cont.*:

- HERO operators are to notify the TMC dispatcher when they *cont.*:
  - Leave the scene of an incident (10-8, 10-79)
  - End their Tour of Duty (10-7, 10-86)

VI. REVISION LOG:

<b><i>NAME</i></b>	<b><i>DATE OF REVISION</i></b>	<b><i>SUMMARY OF REVISION</i></b>
Mike Hendon, URS	09/2007	Modified type of phone system used

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Section	3	General Operations	Page 1 of 11
Article	14	Traffic Control Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for installing temporary traffic control devices at the scene of Incidents.

II. GENERAL: The primary function of temporary traffic control devices at an incident scene, are to move road users safely and expeditiously through or around the incident, and to reduce the likelihood of secondary crashes.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to know when and how to properly install traffic control for lane closures.

IV. POLICY:

- When the HERO operator is the **First Responder** at the scene of a crash or incident, he/she should position their vehicle, so as to protect the incident site, **utilizing both vehicle warning lights and arrow board**. Operators should then check for injuries, assess the crash/incident and if there are injuries and/or disabled vehicle(s), arrange for the response of the appropriate emergency services. Then install traffic control devices in accordance with the Unit's Traffic Control Guidelines for Lane Closures. (See Typical Applications under Section V - Procedures). However, if there are **no injuries** and the **involved vehicle(s) can be moved** from the travel lane(s) without further delay, then relocate the vehicles to the shoulder or safe area. In this case, it will not be necessary to install a Lane Closure Taper.

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Article	14	Traffic Control Protocol	
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Date Written		February 06, 2003	
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IV. POLICY cont:

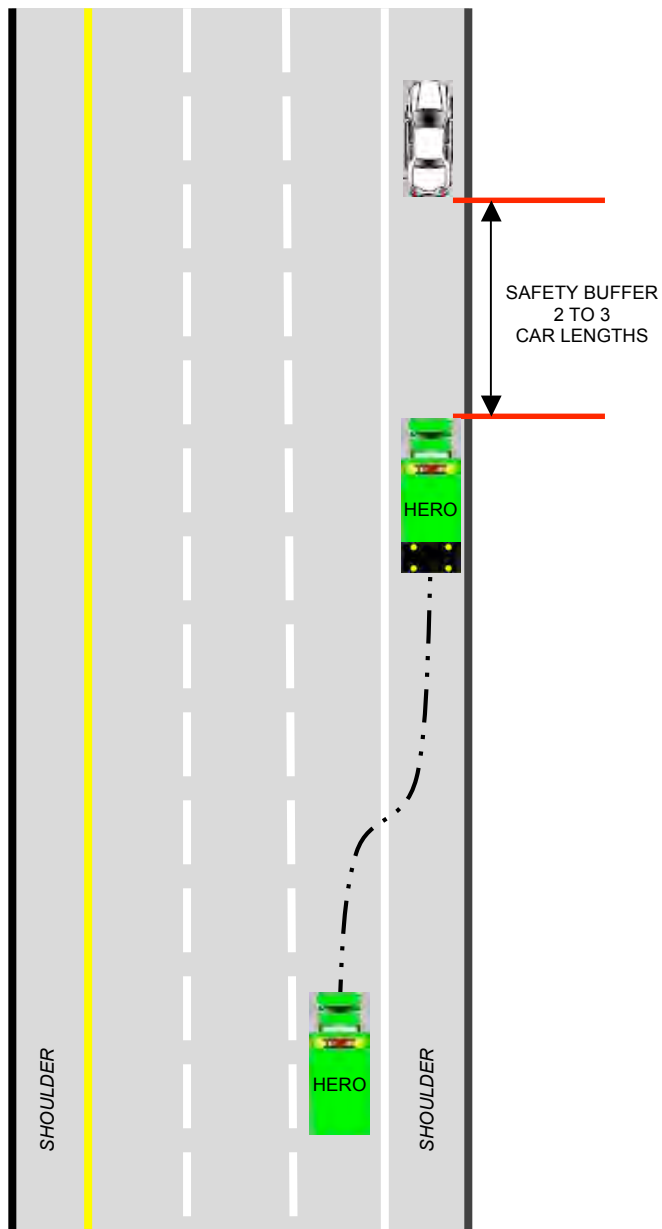
- When the HERO operator is a **Secondary Responder**, when arriving at a crash or incident scene, the HERO should park his/her vehicle in such a position, so as to protect the incident site, **utilizing both vehicle warning lights and arrow board**. After a quick overview of the scene, secure the incident area by installing traffic control devices, in accordance with the Unit's Traffic Control Guidelines for Lane Closures.  
(See **Typical Applications #1 - #8** under Section V - Procedures).

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Originated by  
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General Operations  
Traffic Control Protocol  
Incident Management Manager / Assistant Manager  
February 06, 2003  
February 06, 2003

V. PROCEDURES:

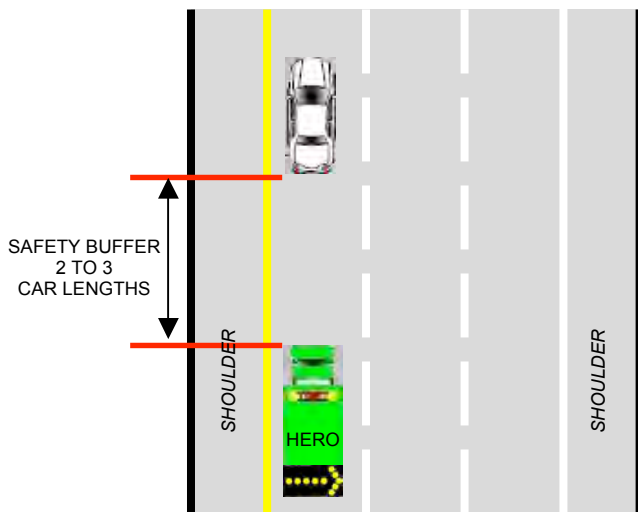
**Typical Application #1 – Shoulder Assist**



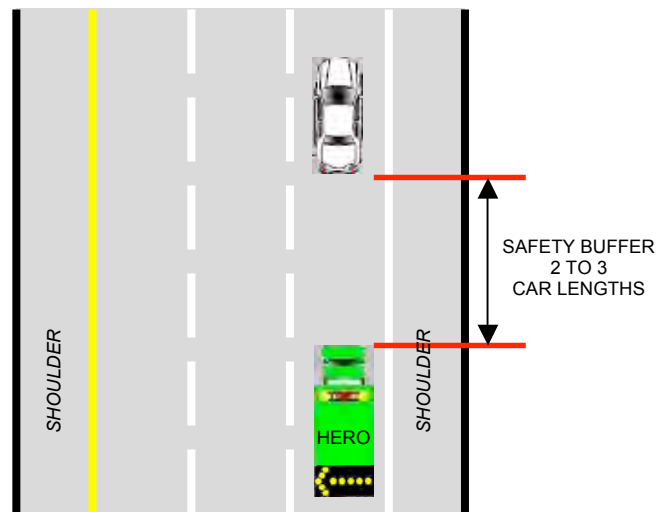
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V. PROCEDURES cont.

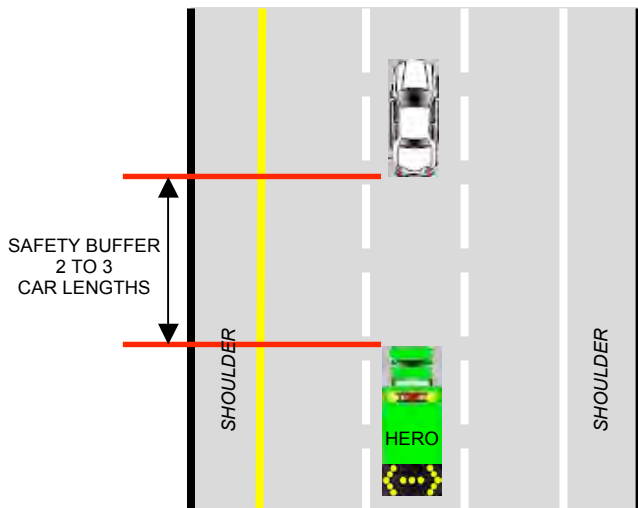
**Typical Application #2 – Initial Placement of HERO Vehicle to Protect Incident Site**



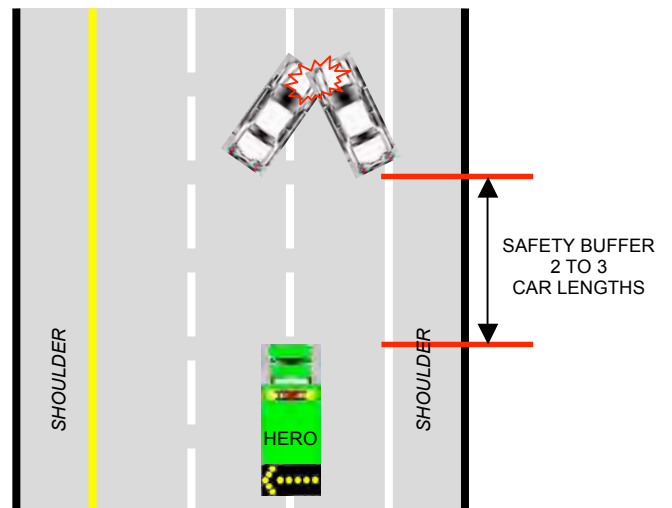
A. LEFT LANE BLOCKED



B. RIGHT LANE BLOCKED



C. CENTER LANE BLOCKED



D. TWO LANES BLOCKED

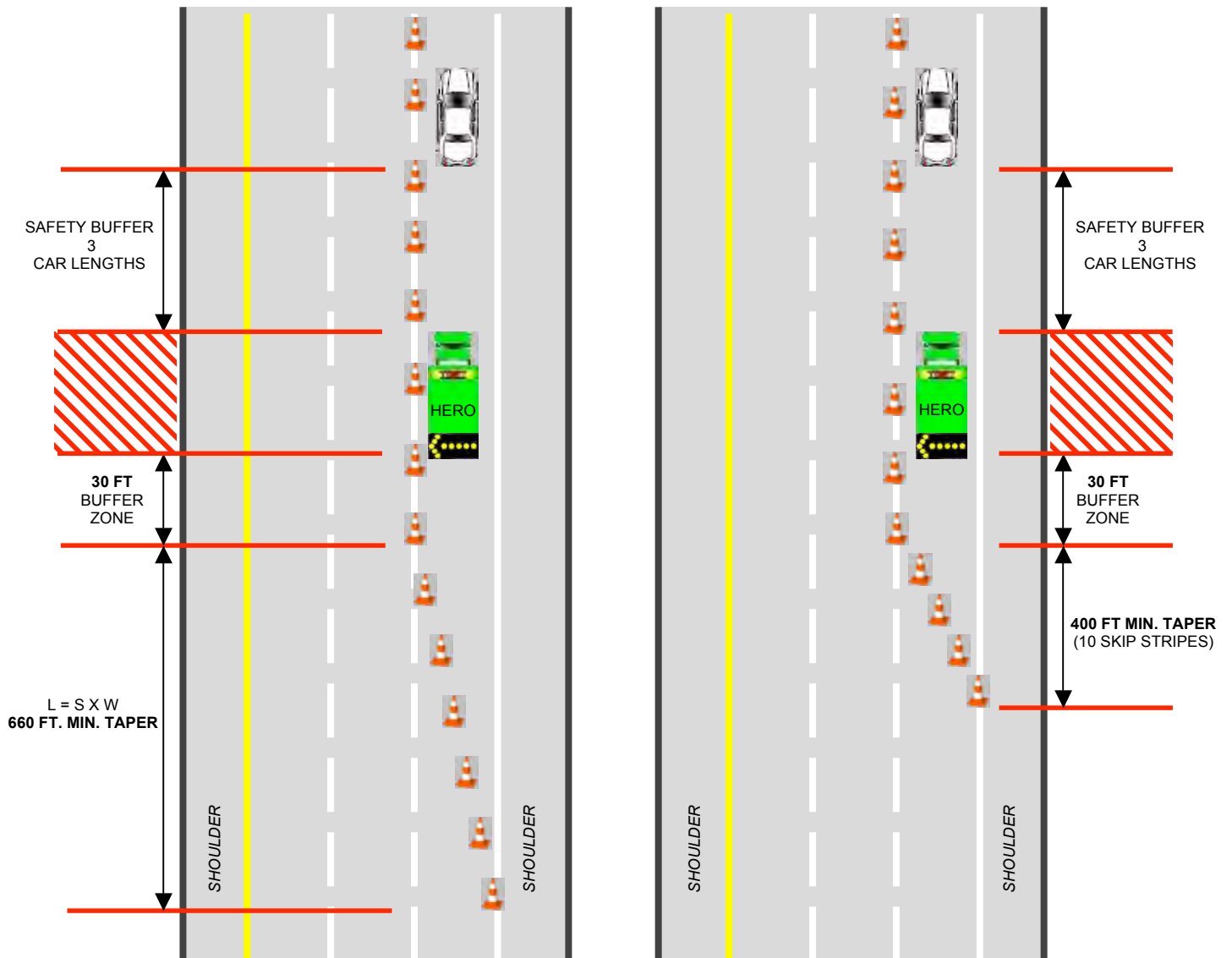
(NOT TO SCALE)

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V. PROCEDURES cont:

**Typical Application #3** – Right Lane Closure *without* and *with* Traffic Queue



RIGHT LANE CLOSURE  
WITHOUT TRAFFIC QUEUE

RIGHT LANE CLOSURE  
WITH TRAFFIC QUEUE

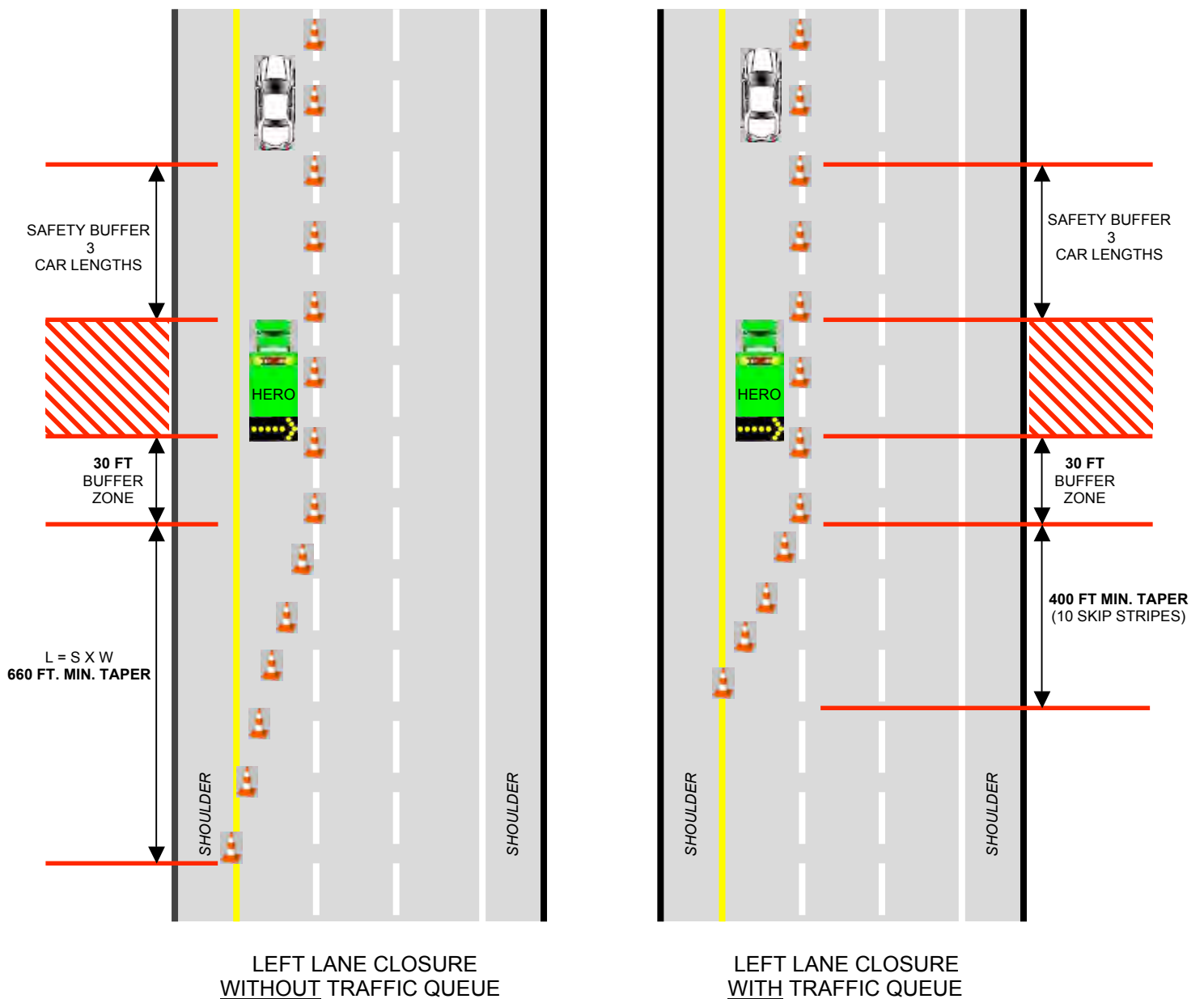
(NOT TO SCALE)

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 February 06, 2003  
 February 06, 2003

V. PROCEDURES cont:

**Typical Application #4 – Left Lane Closure *without* and *with* Traffic Queue**



(NOT TO SCALE)

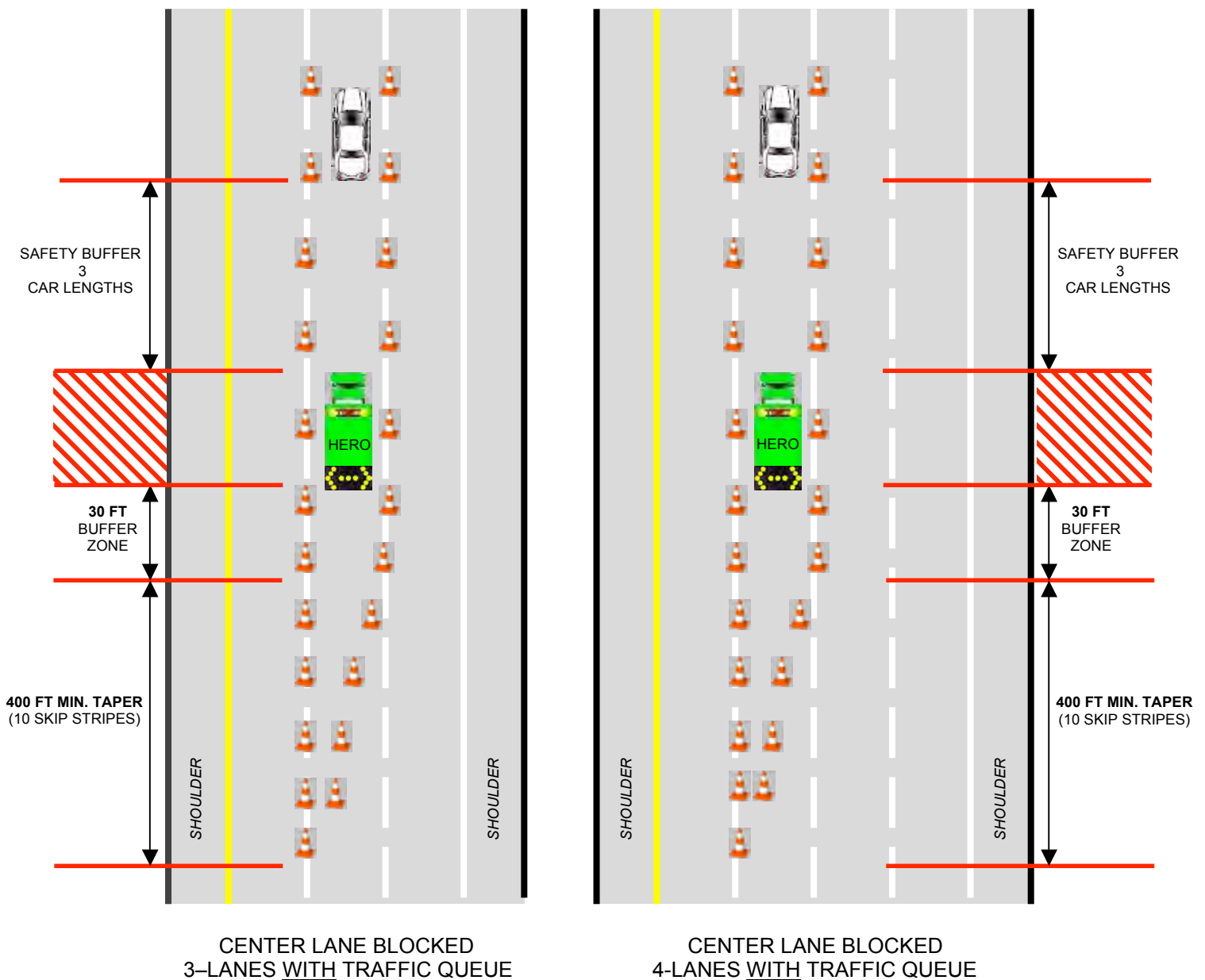


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Incident Management Manager / Assistant Manager  
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V. PROCEDURES cont:

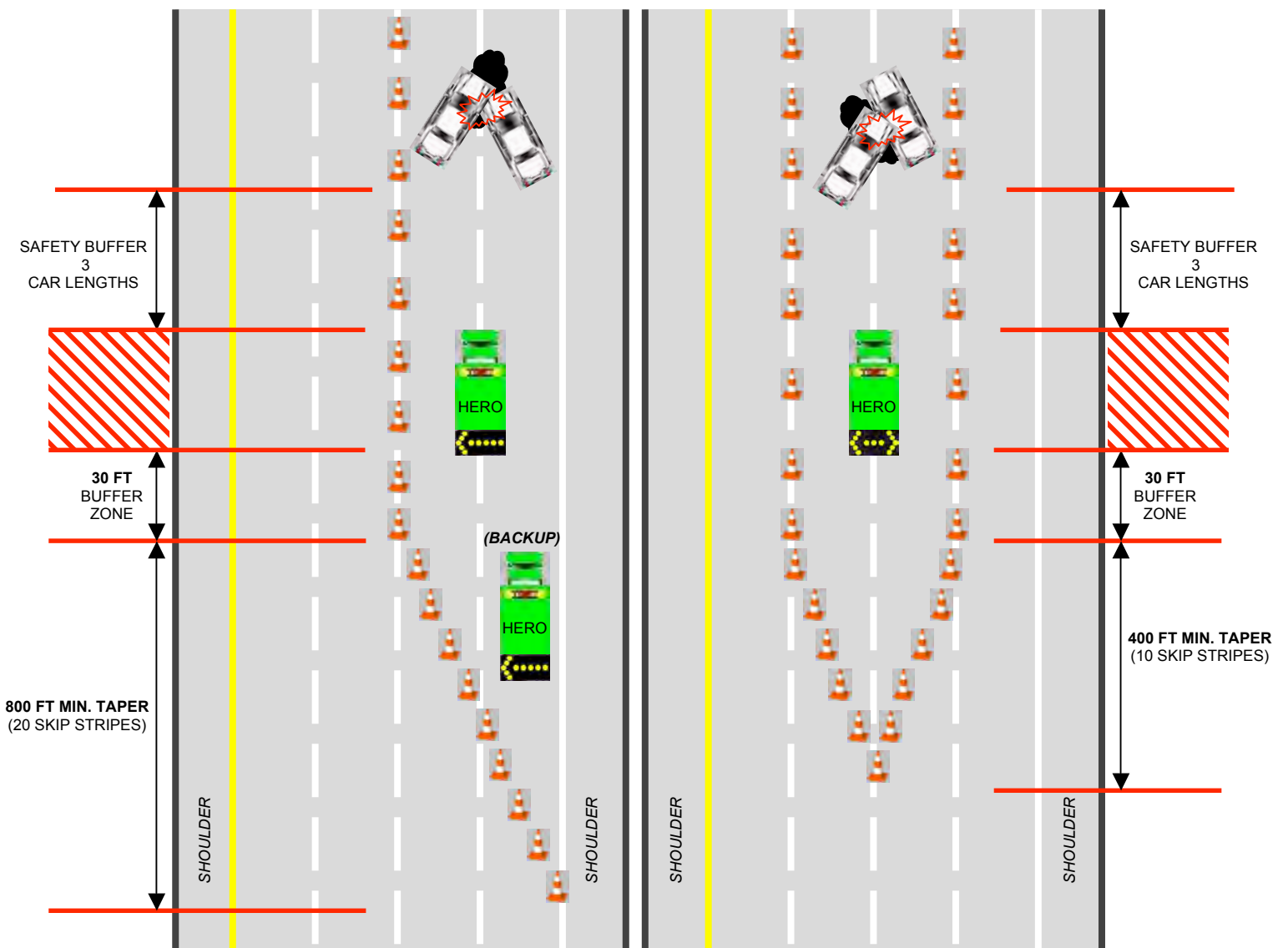
**Typical Application #5 – Center Lane Blocked**



(NOT TO SCALE)

V. PROCEDURES cont.

**Typical Application #6 - Two Lanes Blocked**



TWO RIGHT LANES BLOCKED  
WITH TRAFFIC QUEUE

TWO CENTER LANES BLOCKED  
WITH TRAFFIC QUEUE

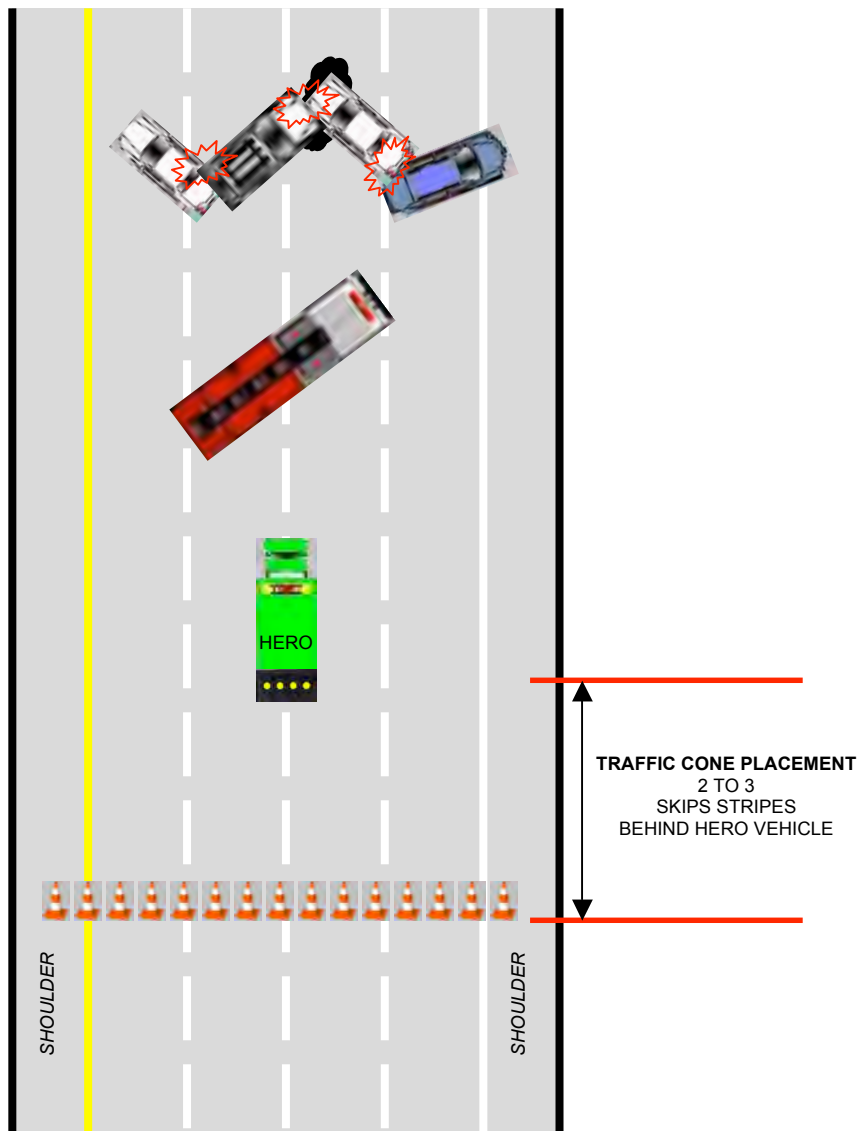
(NOT TO SCALE)

Section 3  
Article 14  
Originated by  
Date Written  
Date Issued

General Operations  
Traffic Control Protocol  
Incident Management Manager / Assistant Manager  
February 06, 2003  
February 06, 2003

V. PROCEDURES cont:

**Typical Application #7 – All Lanes Blocked**



(NOT TO SCALE)



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Article	14	Traffic Control Protocol	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date issued		February 06, 2003	

V. PROCEDURES cont:

- The typical applications established in this procedure may have to be adjusted in the field because of such conditions as, road configuration, location of the incident, duration, traffic volumes, inclement weather, and time of day/night.
- Applying these guidelines to actual incident situations and adjusting to field conditions requires good training, experience, and sound judgment.
- Generally, the procedures illustrated represent minimum solutions for the incident situations depicted.
- HERO operators are exposed to potential hazards while installing temporary traffic control devices. Therefore, if it is determined that it will take longer to put out the traffic control devices than it will to remove or relocate the incident from the travel lane(s) and if it can be done safely, manage the incident using only the HERO vehicle's emergency warning lights and arrow board.
- For major incidents, such as, overturned vehicles, fatal accidents, load spills, hazardous material spills, pavement failures, etc., which requires long duration lane and/or roadway closures, the HERO Unit Managers/Shift Supervisors and District Management, will determine if and when more permanent type traffic control measures are required, in accordance with the Manual on Uniform Traffic Control Devices-Part 6.

VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Gary Millsaps, Manager	October 20, 2003	IV. Policy, Item 1 & 2 V. Procedures –Typical T.C. Applications 1-8
Mike Hendon, URSCorp	October 04, 2007	V. Procedures cont, Item 5 Revised Graphics for Typical Traffic Control Applications (Drawings #1 - #8)

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	4	Employee Safety	Page 1 of 5
Article	1	Employee Personal Safety	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines to ensure the personal safety of the HERO operators.

II. GENERAL: The safety and welfare of the HERO personnel is of primary concern. Due to the very nature and hazardous exposure of the job, HERO operators face a working environment full of potential hazards.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to familiarize themselves with the HERO Unit's / Department's Safety Standards and comply with those policies for their own welfare and safety.

IV. POLICY:

*Seatbelts*

- In compliance with Federal Law, seat belts must be worn by all occupants in a GDOT vehicle.

*Safety Vests*

- TOPPS 7180-7 states in paragraph two (2): "all Department employees shall be required to wear an approved high visibility safety vest / garment while working within the rights of way of the Interstate Highway..."

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Article	1	Employee Personal Safety	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

IV. POLICY cont.

*Safety Vests cont.*

- TOPPS 7180-7 states in paragraph three (3), “all visitors shall be required to wear the safety vest / garment while visiting recognized GDOT work sites as described above.”
- TOPPS 7180-7 states in paragraph four (4) “it shall be the responsibility of each employee to ensure that his/her safety vest / garment is kept clean / laundered to maintain the reflectivity and visibility the garment is designed to provide. The safety vest / garment shall be worn on top of all other clothing, jackets or garments. No employee shall be allowed to work at a GDOT work site without the approved safety vest / garment.”
- TOPPS 7180-7 states in paragraph six (6) “ The only exceptions to this policy are:
  - The operation of any ride vehicle while in transit.
  - Fueling a ride vehicle at a DOT facility or yard.
  - An employee making repairs and / or performing service to equipment inside a GDOT facility or yard.
- TOPPS 7180-7, DOT Form 1200, Issuing of Personal Protective Equipment states: “ ... if equipment is lost, the employee may be required to replace it at his / her own expense...”

*Vehicle Safety Equipment*

- Prior to beginning their tour of duty, each operator shall execute a Pre-Trip Vehicle Inspection Form, which includes a checklist of all vehicle safety items and devices, this includes but is not limited to: brakes, horn, headlights, taillights, turn signals, back up warning device, PA/Siren System, strobe light assembly, arrow boards, traffic cones, etc. If any deficiencies are found, notify your supervisor immediately. These items / devices *must* be operational prior to beginning one’s tour of duty.

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#### IV. POLICY cont.

##### *Personal Safety Items*

- Operators shall inventory their first-aid bags prior to beginning their tour of duty, to ensure that it is properly equipped with personal protective equipment (PPE) in order to protect themselves against possible exposure to bodily fluids and infectious diseases, while performing first-aid on accident victims.  
(See additional guidelines in SOP 4.4 –Procedures for Bloodborne Pathogens).
- Operators shall check their communication devices prior to beginning their tour of duty. If devices are not operating properly notify your supervisor. These items *must* be operational prior to and during one's tour of duty.

##### *Responding to a Confirmed Incident*

- Adhere to safe driving principles and practices (See additional guidelines HERO SOP 3.2- Use of the Public Address / Siren System and SOP 3.11-Responding to traffic Incidents / Crashes).

##### *Approaching a Hazardous Materials Incident*

- Contact the TMC- request other emergency services support and HERO back up.
- DO NOT take chances with your life!
- Position vehicle safely and visible to oncoming traffic.
- Approach the scene from upwind and uphill, if possible.
- Avoid driving into smoke, visible vapor clouds, liquid run-off or potential liquid run-off.
- Secure the area (roadway).
- Identify any victims and isolate, if possible.
- Attempt to identify:
  - The type of materials involved



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#### IV. POLICY cont.

- The quantity of material involved
- The possibility of contamination
- The immediate exposure problem

#### *Approaching a Hazardous Materials Incident cont.*

- Keep the TMC updated as to the status of the incident.
- For additional information refer to HERO SOP 4.3 – Procedures for Hazardous Material Incident.

#### *General*

- Parking brakes, micro locks, strobe lights, arrow boards, etc; shall be used at all times in accordance with the HERO unit's Standard Operating Guidelines. Parking brakes shall be applied whenever the driver of the vehicle exits his / her vehicle.
- Caution should be used by the operator when exiting the incident response vehicle, while parked adjacent to a travel lane, always look before opening the vehicle door into oncoming traffic.
- Before backing your vehicle "always" check your surroundings to ensure clearance and when available use a spotter to guide you.

Section	4	Employee Safety	Page 5 of 5
Article	1	Employee Personal Safety	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

V. PROCEDURES:

*Vehicle Accidents*

- Shift Supervisors will review all vehicle accidents that occur within the HERO Unit. Further review will be conducted by a three (3) person panel appointed by the Incident Management Safety Officer. Where an operator is found negligent, the panel will recommend appropriate disciplinary / adverse action based on the accident severity, past history and review of all circumstances leading up to and surrounding the incident occurrence.
- Where a backing accident occurs and there were passengers available to assist, the passengers will be considered equally at fault, along with the driver. For all backing accidents, the adverse action is a mandatory *minimum* pay reduction of five percent (5%) or One (1) day without pay.
- ALL vehicle accidents / incidents shall be reported to and investigated by the operator's supervisor. The supervisor will immediately contact DOAS and provide them with the required information concerning the incident.

VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Mike Hendon, URS	09/2007	Updated TOPPS policies & Reformatted SOP



7180-7

## *Personal Protective Equipment Policy - Safety Vests/Garments*

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[See document history](#)

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The goal of the Department of Transportation is to ensure the safety of all employees. In keeping with this goal the following policy has been adopted.

All Department employees shall be required to wear an approved high visibility safety vest/garment while working within the rights of way of interstate highways, U.S. highways, state roads, any other public roads or any maintenance/construction project, hereafter referred to as a "recognized DOT work site". This is to include the loading and unloading of materials and/or the operation of equipment at any DOT facility or yard.

All visitors shall be required to wear the safety garment while visiting recognized DOT work sites as described above.

It shall be the responsibility of each employee to ensure that his/her safety vest/garment is kept clean/launched to maintain the reflectivity and visibility the garment is designed to provide. The safety vest/garment shall be worn on top of all other clothing, jackets or garments. No employee shall be allowed to work at a DOT work site without the approved safety garment.

All employees subject to this policy shall be issued an approved safety vest/garment and will be required to sign the Issuing of Personal Protective Equipment Agreement, [DOT 1200](#).

The only exceptions to this policy are:

Use of the Class III ANSI jacket available for employee purchase from the Engineers Association is acceptable.

## REFERENCE – HERO SOP 4.1

**NOTE:** This jacket may be purchased at your discretion and used in place of the approved GDOT issued safety garment but its use is not mandated under any circumstances.

- The operation of any ride vehicle while in transit.
- Fueling a ride vehicle at a DOT facility or yard.
- An employee making repairs and/or performing service to equipment inside a DOT facility or yard.

For purposes of this policy, a ride vehicle is DOT equipment with a prefix of 124, 125, 126, 127, 128, 400, 401, 402, and 404.

Violation of this policy shall be grounds for disciplinary action.

The process used to select and approve the vests/garments and other safety equipment may be read in the **MAP** Manual of Administrative Procedures. Issuance and replacement procedures may also be read in the **MAP** Manual of Administrative Procedures.

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*Authored by the Office of General Support, 404-656-5322*

***Document History:***

- added to TOPPS: 01/24/01
  - revised: 12/08/03
  - reviewed: 05/04/05
  - reviewed: 09/29/06
-

Georgia Department of Transportation  
H.E.R.O. UNIT  
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Section	4	Employee Safety	Page 1 of 2
Article	2	Commercial Drivers License	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish requirements for securing Commercial Drivers License (CDL) for HERO Operators.
  
- II. GENERAL: It is required as part of the HERO Certification Training that all HERO Operators possess or secure CDL prior to being certified as a HERO operator.
  
- III. RESPONSIBILITY: It is the responsibility of the HERO Trainee to secure CDL. While training is provided by the HERO Unit, the trainee is ultimately responsible for Successfully passing the written, walk around and driving examinations.
  
- IV. POLICY:
  - Commercial Drivers License *must* be obtained within six (6) months of the date of employment, failure to meet this deadline will result in separation from the Department.
  
  - If a driver receives a license suspension, revocation, or expiration, the Incident Management Manager must make a decision about continued employment with the HERO Unit, disciplinary action or forfeiture of position that you may incur for not maintaining the appropriate Commercial Motor Vehicle driving privileges.
  
  - Operators must immediately report to your shift supervisor any change in status of their driver's license.

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Article	2	Commercial Drivers License	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

disqualified from driving a commercial motor vehicle for any period, that you shall notify your employer. Department of Transportation policy is that if you fail to immediately report any Citation of Notice that affects your Driver's License status, you will be subject to a disciplinary action up to an including possible dismissal.

- Operators will be required to periodically show their Commercial Drivers License to the Shift Supervisor.
- CDL policies and requirements will be taught in detail during the HERO Certification Training Course for HERO Trainees.

V. PROCEDURES:

- A training course for those HERO Trainees who do not have their CDL will be taught during the HERO Certification Course preparing the trainees for the written, walk around and driving examinations.
- CDL must be obtained prior to a HERO Trainee being certified and promoted to a HERO Operator.

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
Mike Hendon, URS	09/2007	Updated O.C.G.A.

**REFERENCE – HERO SOP 4.2**

**O.C.G.A. § 40-5-144**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 5. DRIVERS' LICENSES  
ARTICLE 7. COMMERCIAL DRIVERS' LICENSES

O.C.G.A. § 40-5-144 (2007)

§ 40-5-144. Notice required of driver when convicted of violating certain laws or when license is suspended, revoked, or canceled; information required of applicant for license

(a) Any driver of a commercial motor vehicle holding a license issued by this state who is convicted of violating any state law or local ordinance relating to motor vehicle traffic control in any other state or any federal, provincial, territorial, or municipal laws of Canada relating to motor vehicle traffic control, other than parking violations, shall notify the department in the manner specified by the department within 30 days of the date of conviction. If the court notifies the department of such conviction, the responsibility of the driver to notify the department shall be waived.

(b) Any driver of a commercial motor vehicle holding a license issued by this state who is convicted of violating any state law or local ordinance relating to motor vehicle traffic control in this or any other state or any federal, provincial, territorial, or municipal laws of Canada relating to motor vehicle traffic control, other than parking violations, shall notify his or her employer in writing of the conviction within 30 days of the date of conviction.

(c) Each driver whose driver's license is suspended, revoked, or canceled by any state; who loses the privilege to drive a commercial motor vehicle in any state for any period; or who is disqualified from driving a commercial motor vehicle for any period shall notify his or her employer of that fact before the end of the business day following the day the driver received notice of that fact.

(d) Each person who applies to be a commercial motor vehicle driver shall, at the time of the application, provide the employer with the following information for the ten years preceding the date of application:

(1) A list of the names and addresses of the applicant's previous employers for which the applicant was a driver of a commercial motor vehicle;

(2) The dates between which the applicant drove for each employer; and

(3) The reason for leaving that employer.

The applicant shall certify that all information furnished is true and complete. An employer may require an applicant to provide additional information.

**HISTORY:** Code 1981, § 40-5-144, enacted by Ga. L. 1989, p. 519, § 1; Ga. L. 1990, p. 2048, § 4; Ga. L.

2000, p. 951, § 5-52.

**REFERENCE – HERO SOP 4.2**

Title Note

Chapter Note

**O.C.G.A. § 40-5-145**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 5. DRIVERS' LICENSES  
ARTICLE 7. COMMERCIAL DRIVERS' LICENSES

O.C.G.A. § 40-5-145 (2007)

§ 40-5-145. Duties of employer

- (a) Each employer shall require every commercial motor vehicle driver applicant to provide the information specified in subsection (d) of Code Section 40-5-144.
- (b) No employer may knowingly allow, require, permit, or authorize a driver to drive a commercial motor vehicle during any period:
- (1) In which the driver has a driver's license suspended, revoked, or canceled by a state; has lost the privilege to drive a commercial motor vehicle in a state; or has been disqualified from driving a commercial motor vehicle;
  - (2) In which the driver has more than one driver's license;
  - (3) In which the driver, or the commercial motor vehicle that he or she is driving, or the motor carrier operation, is subject to an out of service order; or
  - (4) In violation of a federal, state, or local law or regulation pertaining to railroad-highway grade crossings.

**HISTORY:** Code 1981, § 40-5-145, enacted by Ga. L. 1989, p. 519, § 1; Ga. L. 1990, p. 2048, § 4; Ga. L. 2003, p. 484, § 4.

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Section	4	Employee Safety	Page 1 of 2
Article	3	Incident Protocol - Medical Assistance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines for providing first-aid to victims involved in motor vehicle accidents.

II. GENERAL: This policy outlines the protocol for the HERO operator, as he/she accesses the incident scene as a First or a Secondary Responder. One of the duties as a HERO operator is to administer first-aid to victims involved in motor vehicle accidents.

III. RESPONSIBILITY: It is the responsibility of each HERO operator, as an emergency response operator, to be knowledgeable of 1<sup>st</sup> Responder First-Aid but also aware of the Unit's established guidelines for managing an incident with injured victims.

IV. POLICY:

- See Unit's **Treatment Protocol Reference Manual** for Policy Guidelines.

Section	4	Employee Safety	Page 2 of 2
Article	3	Incident Protocol – Medical Assistance	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES:

- **REMEMBER:** Do **ONLY** what you have been trained and certified to do as a HERO operator...**Do Not** attempt to act beyond your training.
- If you are the first responder, when EMS arrives on the scene, provide them with all the information you have gathered concerning the injured victims, offer your assistance, if not needed, hand off to the EMS for further care and transporting and resume incident and traffic management until the incident is cleared.
- Every traffic incident will be different and there are no fast rules that will cover every situation. While the HERO operator will use this protocol for guidance, he/she must also use good judgment and common sense to avoid further injuries to other persons involved, themselves, and their co-workers.

## VI. REVISION LOG:

<b><i>NAME</i></b>	<b><i>DATE OF REVISION</i></b>	<b><i>SUMMARY OF REVISION</i></b>
Mike Hendon, URS	09/2007	Revised SOP, V. Procedures

Georgia Department of Transportation – HERO Unit

**Emergency Response Team Medical Protocols  
Procedural Instruction**

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# Purpose and Scope

**1.01** This document describes the medical protocols for the Emergency Response Team (ERT) and provides a practical approach and response to emergency situations. These protocols provide a written standard of care to be followed by all team members in the treatment of the acutely ill or injured patient. They describe the current approved methods that have been successful in terms of survival statistics. These guidelines may be superseded by new medical practices in the future after approval by the DOT HERO Medical Director.

## Emergency Response Team Program

**2.01** The Emergency Response Team Program is responsible for keeping the public and governmental agency workers safe in compliance with Occupational Safety and Health Administration (OSHA) Standard - 29 CFR 1910.120, *Hazardous Waste Operations and Emergency Response* (HAZWOPER), and OSHA Standard - 29 CFR 1910.151, *Medical Services and First Aid*.

**2.02** These Emergency Response Team (ERT) protocol operational procedures also comply with the standards set forth by the US Department of Transportation and the American Heart Association. They specify the pre-hospital treatment to be followed by the DOT HERO Emergency Response Team.

**2.03** Under these standing medical orders, patient care is initiated by the Emergency Response Commander (ERC) and continues until the patient is transported to the infirmary or Emergency Medical Services (EMS) personnel arrive.

**2.04** The Emergency Response Team, comprised of Systems maintenance personnel, provides emergency medical treatment, transports injured persons, and provides structural fire fighting services. Four (4) teams provide coverage for the entire facility 24 hours a day, seven days a week. These teams respond to all calls involving fires and medical transport, and provide hazardous materials response back-up. See [Emergency Response Team](#) for more information.

**2.05** When an emergency occurs, each Emergency Response Technician should respond immediately.



**NOTE:**

Emergency responses, ERT training, and other required emergency response-related activities take precedence over all other work assignments.

Reference HERO SOP 4.3

## Roles and Responsibilities

### Emergency Response Supervisor

**3.01** Each shift, based on the systems maintenance rotating shift schedule, has a full-time Emergency Response Supervisor (ERS). This is a permanent job assignment contingent on the continuing ability to meet all applicable requirements for occupying the position.

**3.02** The Emergency Response Supervisor (ERS) has three primary responsibilities:

- Function as the Incident Commander during emergencies

- Assure the team has completed all emergency preparedness responsibilities
- Assure the team has met all Emergency Response Team (ERT) requirements

**3.03** As Incident Commander, the ERS leads other emergency response personnel during emergencies. The ERS assumes complete authority to control an incident by:

- Establishing the control zones for HAZMAT medical situations
- Determining the appropriate response procedures and resources to be utilized
- Coordinating the response effort
- Controlling access to the incident area
- Determining and giving the all clear signal

**3.04** As team leader, the ERS is responsible for assuring the team has completed all daily and routine emergency preparedness responsibilities and has met all relevant requirements described in PI-0228, *Emergency Response Team Program*. Reference HERO SOP 4.3

## Emergency Response Team

**3.05** Emergency Response Teams (ERTs) are required for all HERO unit operating tours. They automatically respond to all emergencies in their designated areas as directed by dispatch or upon visualizing an emergency

## Emergency Response Technicians

**3.06** Emergency Response Team members are called Emergency Response Technicians (ERTs).

**3.07** When an emergency occurs, each emergency response technician should respond immediately. Responses, training and other required emergency response-related activities shall take precedence over other work assignments.

**3.08** Each team member shall wear a common identification article while on duty (i.e. uniform shirt and pants).

**3.09** Each team member shall comply with the operating and safety policies, and the training and medical requirements. (See [Medical Requirements](#) and [Minimum Training Requirements](#).)

## Medical Requirements

**4.01** Applicants shall be required to successfully complete an extensive medical examination as administered by the designated physician. This examination is to be given prior to job assignment and annually. The examining physician must determine fitness for duty, provide a written opinion, and conduct a verbal discussion of the findings with the candidate.



## **Examinations Required**

---

**4.02** The medical examinations required for each response team member are described below:

### **Pre-placement Exam**

- History
  - Combined Questionnaire
  - Respiratory Branching Questions
- Physical
  - Cardio-Pulmonary
  - Neuro-Muscular
  - Chest X-ray (MD order only)
  - General Physical Exam - by MD
  - Face (acne and/or beard contraindication)
- Laboratory
  - Vital Signs
  - Pulmonary Function Test (PFT)
  - Vision - Orthorator
  - Vision Fields - Peripheral and depth
  - Audiometry
  - Blood Test: Chemical Screen and CBC with Differential
  - Urinalysis
  - EKG - If candidate is 60 or above, or has high blood pressure or cardiac history
- Vision: If glasses are needed, employees must provide current prescriptions.

## **Interim Exams**

**4.03** Interim examinations must be performed annually for all emergency response team personnel. Table A describes these requirements.

**Table A. Interim Exam Requirements**

<b>Examination</b>	<b>Description</b>
History	Same as pre-placement
Laboratory	Same as pre-placement - all tests
Physical	Determined by MD based on history evaluation
Vision	Same as pre-placement

## **Accidental Exposure and Termination Exams**

**4.04** All emergency response team personnel must receive an examination after any accidental exposure or before leaving a response team. Table B describes these requirements.

**Table B. Accidental Exposure and Termination Exam Requirements**

<b>Examination</b>	<b>Description</b>
History	Same as pre-placement
Laboratory	Determined based on exposure circumstances
Physical	Same as pre-placement plus any requisite exposure related assessments

# **Minimum Training Requirements**

---

## **Initial Training**

**5.01** The effective response to medical emergencies is a vital function of the DOT HERO Unit Emergency Response Teams. Therefore, each team member shall receive the following minimum medical response training:

- The First Responder Program (64-hours)
  - Advanced First Aid
  - Medical Response
- The OSHA Hazardous Materials and Emergency Response Course (32 hours)
- Basic Fire Control (portable extinguishers)
- The American Heart Association Healthcare Provider Course (8 hours)
- Automobile Extrication Principles (16 hours)

**5.02** For Advanced First Aid/CPR, the American Heart Association requires a minimum of 70% on both the written and practical examinations.

## **Annual Training**

---

**5.03** Each Emergency Response Team member shall satisfactorily complete a minimum amount of advanced refresher training annually that must include these courses:

- Hazardous Materials and Emergency Response Training (8 hours)
- Advanced First Aid Refresher Training (40 hours)
- Basic Fire Control Course (2 hours)
- Re-Certification in CPR

**5.04** The American Heart Association requires a minimum score of 70% on both the written and practical Advanced First Aid/CPR examinations.

**5.05** All instructors shall be certified to teach their respective course(s) and certify each team member who has successfully completed the training.

## **Documentation**

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**6.01** In support of emergency response efforts, documentation for the following activities shall be maintained in a centralized area, near the related work location, so they can be easily accessed and retrieved:

- Training
- Certification
- Medical surveillance
- Emergency response meetings
- Examinations
- Evaluations
- Program modifications
- Procedural and requirement changes
- Incident responses
- Equipment maintenance and inspections

# General Patient Care

**7.01** ERT medical protocols assume that certain tasks will be simultaneously accomplished by all ERT members. The order in which the tasks appear here does not necessarily correspond to the order of need or importance. However, when possible, these general assessments should be performed to help determine the appropriate specific response(s):

- General Patient Assessment
- General Medical Complaint
- Initial Patient Assessment

## General Patient Assessment Guidelines

**7.02** For “load and go” situations, the initial assessment must be completed within 60 seconds unless interrupted for resuscitation. See [Initial Patient Assessment](#).

Check for the following conditions:

- Difficulty with respiration
- Difficulty with circulation
- Decreased level of consciousness



**CAUTION:**

*Do not proceed to the next step until the patient is stable at the current step. If you detect a life threatening situation, correct it and move on. Once stabilization has been completed, proceed to the Detailed Assessment to detect any further injuries or illnesses.*

In addition to the initial and focused patient assessment, obtain a medical history and look for a medic alert identification.

## General Medical Complaint

**7.03** For a general complaint, the initial medical care includes the following:

- Loosen constrictive clothing
- Place the patient in a comfortable position
- Administer oxygen with a nasal cannula at a rate of 2-4 liters per minute
- Transport the patient to the infirmary or contact the EMS to transport

## Initial Patient Assessment

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**7.04** Conduct an initial patient assessment by determining the following:

- The chief complaint/apparent life threats
- Responsiveness (AVPU)
  - **A**lertness response
  - **V**erbal response
  - **P**ain response
  - **U**nresponsive
- Airway — Open and clear
- Breathing
  - Rate
  - Rhythm
  - Degree of distress
  - Assure adequate ventilation
- Circulation
  - 📎 **NOTE:**
    - Control major bleeding
  - Pulse
    - \* Rate
    - \* Rhythm
    - \* Character
  - Capillary refill time (CRT)
  - Skin condition
    - \* Color
    - \* Temperature
    - \* Presence of moisture
- Obtain medical history

## **Physical Examination**

---

**7.05** Perform a physical examination of a patient by assessing the following:

- Head
  - Inspect
  - Palpate
- Neck
  - Palpate
  - Inspect for:
    - \* Vein distention
    - \* Tracheal deviation
- Chest
  - Inspect
  - Palpate
- Abdomen
  - Inspect
  - Palpate
- Pelvis - palpate
- Genitalia - check for:
  - Obvious injury
  - Priapism
- Extremities
  - Palpate
  - Inspect
  - Monitor:
    - \* Pulse
    - \* Motor functions
    - \* Sensory functions

## **Detailed Assessment**

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**7.06** Conduct a detailed assessment of the patient by checking the following:

- Vital signs
  - Pulse
  - Respiration
  - Blood pressure
  - Skin temperature and color
- Scalp
- Face
- Eyes/pupils
- Ears
- Nose
- Mouth
- Neck
- Chest
  - Palpate
  - Assess breath sounds
- Abdomen
- Pelvis
- Both legs
  - Distal pulse
  - Motor function
  - Sensory function
- Back

# Trauma Assessment

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**CAUTION:**

*In the case of a pregnant patient, refer to [Trauma in the Pregnant Patient](#).*

## Scene Size-Up

**8.01** Assess the scene by determining the following:

- If the scene is safe
- What personal protective equipment is required, if any
- The mechanism causing the injury
- The number of patients
- The need to request additional help

The ERT determines if stabilization of the spine is required

## Trauma in the Pregnant Patient

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**8.02** The initial medical care for a pregnant patient experiencing trauma is the same as for a non-pregnant patient (See [Trauma Assessment](#)) with the following **exceptions**:

- If securing the patient to a long backboard, tilt the board to the left to prevent supine hypotension
- If patient is in cardiac arrest, perform cardiopulmonary resuscitation on the patient in order to provide a better chance of survival for the fetus



# Specific Patient Care

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**9.01** Specific patient care includes an initial assessment, a physical examination, a detailed assessment, and specific procedures for conditions identified. Procedures for these conditions are included in this section:

- Cardiovascular Accident (CVA) / Stroke
- Seizure
- Diabetic Shock
- Abdominal Pain
- Difficulty Breathing
- Chest Pain
- Allergic Reaction (Anaphylaxis)
- Heat Related Emergency
- Obstructed Airway
- Chest Injury
- Flailed Chest Wound
- Sucking Chest Wound
- Evisceration
- Head Injury
- Amputated Body Parts
- Splinting Fractures
- Impaled Objects
- Emergency Childbirth
- Treatment for Shock
- Spinal Injuries
- Sudden Cardiac Death Syndrome
- 9.Emergency Medical Care for Chemical Exposures

## Cardiovascular Accident (CVA) / Stroke

9.02 For a CVA / Stroke patient, perform the following initial medical care procedures:

- Loosen constrictive clothing
- Place the patient in a comfortable position



### CAUTION:

*If signs of an altered mental status are exhibited, place the patient in a **supine** position.*

- Protect the extremities
- Administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- Contact the EMS to transport the patient to an appropriate facility

## Seizure

9.03 The initial medical care for a patient having a seizure is as follows:

- Allow the patient to have the seizure
- Protect the patient from self injury
- Remove all objects in the area that may harm the seizing patient

9.04 Post seizure medical care includes the following:

- Loosen constrictive clothing
- Place the patient in a comfortable position
- Administer oxygen with a non-rebreather mask at a rate of 10 liters per minute
- Follow your guidelines for calling EMS

## Diabetic Shock

9.05 The initial medical care for a patient with diabetic shock is as follows:

- Loosen constrictive clothing
- If respiration is adequate, administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- If respiration is inadequate, assist respiration with a bag-valve mask
- Determine if the patient is hypoglycemic or hyperglycemic



### CAUTION:

*Determine if the patient is hypoglycemic or hyperglycemic then follow the appropriate procedure depending on whether the patient is conscious or unconscious.*

### Hypoglycemia

- If conscious, give the patient something sweet
- If unconscious, give the patient nothing by mouth

### Hyperglycemia

- Give nothing by mouth **Reference HERO SOP 4.3**
- If conscious, place the patient in a comfortable position
- If unconscious, place the patient in a supine position

- Follow your guidelines for calling EMS

## **Abdominal Pain**

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**9.06** The initial medical care for a patient with abdominal pain is as follows:

- Loosen constrictive clothing
- Place the patient in a comfortable position
- Administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- Follow your guidelines for calling EMS

## **Difficulty Breathing**

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**9.07** The initial medical care for a patient with difficulty breathing is as follows:

- Loosen constrictive clothing
- Place the patient in a comfortable position
- If respiration is adequate, administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- If respiration is inadequate, assist ventilation with a bag-valve mask at a rate of 15 liters per minute
- Assist the patient with the use of their inhaler, if one has been prescribed by their physician (for example, an asthma patient)
- Follow your guidelines for calling EMS

## **Chest Pain**

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**9.08** The initial medical care for a patient experiencing chest pain is as follows:

- Loosen constrictive clothing
- Place the patient in a comfortable position



**CAUTION:**

*If an altered mental state is present, get the patient to sit or lie down. Most patients with chest pain are agitated and will not lie down.*

- Administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- Follow your guidelines for calling EMS

## Allergic Reaction (Anaphylaxis)

**9.09** The initial medical care for a patient with an allergic reaction (anaphylaxis) is as follows:

- Loosen constrictive clothing
- Remove any jewelry (keep the items with the patient)
- Place the patient in a comfortable position



**CAUTION:**

*If an altered mental state is present, get the patient to sit or lie down.*

- If respiration is adequate, administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
- If respiration is inadequate, administer oxygen with a bag-valve mask at a rate of 15 liters per minute
- Watch for changes in respiratory effort
- Assist the patient with the use of their allergy kit, if one has been prescribed by their physician
- Follow your guidelines for calling EMS

## Heat Related Emergency

**9.10** The initial medical care for a patient with a heat-related emergency is as follows:

- Loosen constrictive clothing
- Move the patient to a cool or shaded area
- If conscious, place the patient in a comfortable position



**CAUTION:**

*If **unconscious**, place the patient in a **supine** position*

### **Cramps – Exhaustion**

- Give the patient cool liquids (such as water or Gatorade)
- Apply a cool wet towel to the forehead and around the neck and face
- Have the patient remain at rest

### **Stroke**

- Give nothing by mouth
- Apply cold packs
  - Neck
  - Groin
  - Underarms
- Administer oxygen with a non- rebreather mask at a rate of 10-12 liters per minute
- Follow your guidelines for calling EMS

## Obstructed Airway

9.11 The initial medical care for a patient with an obstructed airway is as follows:

- Attempt to clear the airway manually according to the American Heart Association Foreign Body Airway Obstruction (FBAO) procedure
- If the patient is conscious, monitor for changes in mental status

### **Established Airway**

9.12 Once the airway has been established:

- Return to the [Initial Patient Assessment](#)
- If conscious, place the patient in a comfortable position



#### **WARNING:**

*If **unconscious**, place the patient in a **supine** position.*

- Follow your guidelines for calling EMS

## Chest Injury

9.13 The initial medical care for a patient with a chest injury is as follows:

- Maintain the airway

### **Respiration Options**

9.14 Assess the patient's respiration condition to select the appropriate action:

- If respiration is adequate, apply oxygen via a non-rebreather mask at a rate of 10-12 liters per minute (lpm)
- If respiration is inadequate, assist respiration with the bag valve mask attached to oxygen at 15 lpm
- If the patient is not breathing, but has a pulse, ventilate at the rate of 1 breath every 5 seconds with the bag valve mask and oxygen at a rate of 15 lpm

9.15 Continue attending the patient:

- Secure the patient to a long backboard maintaining spinal control
- Maintain body temperature
- Obtain vital signs every 5 minutes
- Contact the EMS to transport the patient to a medical facility

## Flailed Chest Wound

- 9.16 The initial medical care for a patient with a flailed chest wound is as follows:
- If respiration is adequate, administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
  - If respiration is inadequate, assist respiration with a bag-valve mask at a rate of 15 liters per minute
  - Manually secure the flailed segment with a bulky dressing
  - Position the patient as for shock (See [Treatment for Shock](#))
  - Position the patient on a long backboard maintaining spinal control
  - Maintain body temperature
  - Obtain vital signs every 5 minutes
  - Contact the EMS to transport the patient to an appropriate medical facility

## Sucking Chest Wound

- 9.17 The initial medical care for a patient with a sucking chest wound is as follows:
- Maintain the airway
  - If respiration is inadequate, administer oxygen with a bag-valve mask at a rate of 12-15 liters per minute
  - Manually control the wound with a gloved hand
  - Apply an occlusive dressing securing 3 sides
  - Monitor the patient for breathing difficulty
  - Burp the wound to attempt to relieve trapped air
  - Secure the patient to a long backboard maintaining spinal control
  - Maintain body temperature
  - Obtain vital signs every 5 minutes
  - Contact the EMS to transport the patient to a medical facility

## Evisceration

- 9.18 The initial medical care for an evisceration patient is as follows:
- Administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
  - Clear excess debris from the wound



**CAUTION:**

*Do not remove any debris that is impaled or stuck to the area.*

*Do not replace an organ. Cover it with an occlusive dressing with the bulky dressing on the top and secure it to the patient's body.*

- Secure the patient to a long backboard, if possible, to minimize spinal involvement
- Contact the EMS to transport the patient to a medical facility

## **Head Injury**

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- 9.19** The initial medical care for a patient with a head injury is as follows:
- If respiration is adequate, administer oxygen with a non-rebreather mask at a rate of 10-12 liters per minute
  - If respiration is inadequate, assist respiration with a bag-valve mask attached to oxygen at a rate of 12-15 liters per minute
  - Secure the patient to a long backboard maintaining spinal control
  - If the patient is in shock, follow the guidelines in [Treatment for Shock](#)
  - If the head injury is isolated and the patient is not in shock, elevate the top of the backboard 8-12 inches
  - Obtain vital signs every 5 minutes
  - Maintain body temperature
  - Contact the EMS to transport the patient to a medical facility

## **Amputated Body Parts**

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- 9.20** The initial medical care for a patient with amputated parts is as follows:
- Treat the patient for shock (See [Treatment for Shock](#))
  - Treat spinal injuries, if applicable (See [Spinal Injuries](#))
  - Place the body part between saline soaked gauze in a plastic bag to keep it cool
  - Contact the EMS to transport the patient to a medical facility

## **Splinting Fractures**

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- 9.21** The initial medical care for a patient with a fracture(s) is as follows:
- Treat all life threatening problems first
  - Expose the fracture area
  - Monitor the following functions:
    - Pulse
    - Motor
    - Sensory
  - Splint the area from the joint above the fracture to the joint below it
  - Continue to monitor pulse, motor and sensory functions
  - Dress and bandage any open wounds
  - Secure the patient to a long backboard maintaining spinal control
  - Follow your guidelines for calling EMS

## Impaled Objects

9.22 The initial medical care for a patient impaled by an object(s) is the following:

- Treat the patient for shock (See [Treatment for Shock](#))
- Manage life threatening problems first



**CAUTION:**

*Do not remove the impaled object(s).*

- Apply bulky dressings until they are approximately 2/3 the height of the object
- If the object is in the eye, cover both eyes to prevent sympathetic movement
- Control excessive bleeding without compressing the object
- Secure the patient to a long backboard if spinal injury is suspected
- Obtain vital signs every 5 minutes
- Follow your guidelines for calling EMS



## Emergency Childbirth

**9.23** The initial medical care in the case of emergency childbirth is as follows:

- Contact the EMS immediately
- Move the patient to a bed or the floor
- Obtain a medical history to determine the following information:
  - Due date
  - Physician
  - Prenatal care
  - Number of births
  - Contraction time intervals
  - Has the water broken?

**9.24** In the case of an imminent delivery, perform the following procedures:

- Secure the airway
- Administer supplemental oxygen
- Monitor for the delivery of the head



**NOTE:**

*If the cord is wrapped around the neck, unwrap the cord while delivering the baby.*

- Clear the sac from around the baby's mouth and nose, if needed
- Suction the baby's nose and mouth with a bulb syringe until the airway is clear
- Stimulate breathing or start rescue breathing, if needed
- Perform CPR if spontaneous breathing has not begun in 1 minute
- Guide the head down to deliver one shoulder and then upward to deliver the other shoulder
- Hold the infant securely
- Dry its body
- Cover the body and head with a blanket

**9.25** Cord care

- Wait for the pulse to stop
- Clamp the chord approximately 10 inches away from the infant
- Apply a second clamp four (4) inches closer to the mother
- Cut the cord between the two clamps

9.26 Wait for the delivery of the placenta

- Contain the placenta in a bag and keep it with the mother and child
- Maintain body temperature
- Contact the EMS to transport the patients to a medical facility

## Treatment for Shock

9.27 The initial care for a patient with or exhibiting signs and symptoms of shock is as follows:

- Loosen constrictive clothing
- Maintain an open airway

### Assess the Breathing

- If breathing is adequate, administer oxygen via non-re-breather mask at 10-12 lpm
- If breathing is inadequate, begin positive pressure ventilation with the Bag Valve Mask with supplemental oxygen at 15 lpm
- Elevate the lower extremities 8-12 inches
- If the patient is on the long backboard, elevate the bottom of the board 8-12 inches



#### WARNING:

**Do not elevate the lower extremities in the following situations:**

*Injuries to the pelvis, lower extremities, head, chest, abdomen, neck, or the spine.*

*In these situations **keep the patients supine**. Elevating the feet could cause breathing difficulty.*

- Splint suspected bone or joint injuries
- Cover the patient with coats or blankets to prevent loss of body heat
- Continue to monitor patient closely
- Follow your guidelines for calling EMS

## Spinal Injuries



#### NOTE:

*More than one ERT is needed to perform spinal injury tasks.*

9.28 The initial care for a patient with or suspected of having spinal injuries is as follows:

## Stabilize the Spine

- Establish manual in line spinal stabilization immediately upon making contact with the patient



### CAUTION:

*Ensure that the head is in a neutral, in line position. This position must be maintained until the patient is completely secured and immobilized to the backboard.*

## Assess the Airway

- If the patient cannot maintain an open airway, employ the jaw-thrust maneuver
- **If necessary**, insert an oropharyngeal airway and provide positive pressure ventilation via bag valve mask (BVM) with supplemental oxygen at the rate of 15 lpm
- Suction secretions **without turning the patients head**
- If breathing is adequate, provide oxygen via a non-rebreather mask at the rate of 12-15 lpm

## Continued Assessment

- Assess all extremities
  - Pulse
  - Motor function
  - Sensation
- Record the results and document any differences in the neurologic status during your contact with the patient
- Assess the cervical region and the neck **prior to** applying the cervical collar
  - Gently palpate to locate:
    - \* Deformities
    - \* Tenderness
- Apply a cervical spine immobilization collar
- Immobilize the patient to a long backboard



### CAUTION:

*Remember to always secure the torso to the board **before** securing the head.*

- Once the patient is immobilized, reassess all extremities. Record and document:
  - Pulses
  - Motor functions
  - Sensory functions
- Load the patient for transport



### WARNING:

*If nausea and vomiting occurs, roll the patient onto his or her side, keeping the head in line with the body.*

*If the patient is already secured to the backboard, tilt the backboard onto its side. Make sure the patient is tightly secured to the backboard.*

## **Sudden Cardiac Death Syndrome**

**9.29** The initial medical care for a patient with sudden cardiac death is as follows:

### **Establish and Control Scene Safety**

The first activity is to establish and control the safety elements in the vicinity of the scene.

### **Unresponsive Patient Care**

**9.30** If it has been established that the patient is unresponsive, take the following steps:

1. Open the patient airway using the head-tilt chin-lift maneuver



**NOTE:**

Use the modified jaw thrust for a spinal compromised patient.

2. Check breathing using the look, listen, feel method
3. If the patient is non-breathing, administer two breaths with the bag valve mask
4. Check for a carotid pulse
5. If the patient does not have a pulse, start cardiac compression

### **Employ the Automated External Defibrillator (AED) if available**

**9.31** Coincidentally lay the Automated External Defibrillator (AED) by the patient's left ear and follow these steps:

1. Turn the Automated External Power on
2. Attach the AED cable end to the monitor
3. Attach the adhesive chest pads
  - (White, Sternum) to the right border of the sternum with the top edge just touching the bottom of the clavicle
  - (Red, Apex) to the left lower ribs at the anterior axillary line



**WARNING:**

*DO NOT place defibrillation pads in the anterior-posterior position. A shock or no shock decision may be inappropriately advised.*

### **Operator Narration**

**9.32** Begin the narration to include the following items:

1. Responder's name
2. Description of situation
3. Each treatment step taken as it happens



**NOTE:**

Stop CPR at this time and allow no movement around the patient.

4. Allow the AED to automatically analyze the rhythms

### **Shockable Rhythm Procedure**

1. If there is a shockable rhythm, follow the voice prompts to call for everyone to "Stand Clear"

## Reference HERO SOP 4.3

2. Once everyone is clear of the patient, press the shock button
3. Allow the AED to automatically reanalyze the rhythm

### Repeat the Process:

1. If there is a shockable rhythm, follow the voice prompts to call for everyone to "Stand Clear"
2. Once everyone is clear of the patient, press the shock button
3. Automatically analyze the rhythm with the AED

### Repeat the First Two Steps:

1. If there is a shockable rhythm, follow the voice prompts to call for everyone to "Stand Clear"
2. Once everyone is clear of the patient, press the shock button

### Check for a Carotid Pulse

1. If no carotid pulse is detected, begin CPR for one minute
2. Re-check for a carotid pulse
3. If no carotid pulse is detected, analyze with the AED again

### Repeat Analysis and Shock Steps

1. Repeat the analysis and shock steps above following the Heart Stream Forerunner AED manufacturer's instructions
2. Check for a carotid pulse
3. If no carotid pulse is detected, begin CPR for one minute

### Repeat CPR, Analysis and Shock Steps

1. Repeat the one minute CPR, Analyze and Shock steps three (3) times until the carotid pulse returns, you are relieved by higher level of trained personnel, or the AED advises no shock

### Re-established Pulse Procedures

1. When a pulse is re-established, assess the patient's breathing and provide rescue breathing or supplemental oxygen as needed
2. Obtain vital signs every 5 minutes
3. Place the patient in a recovery position
4. Transport the patient to an infirmary or follow your guidelines for calling EMS

### Post Emergency Procedures

1. Clean the AED
2. Remove the patient data card and attach the name to it
3. Turn the patient data card over to coordinator for review
4. Return the AED to service as soon as possible

## 9. Emergency Medical Care for Chemical Exposures

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### 9.33 The initial care for a contaminated patient is as follows:

- Remember to wear appropriate personal protective equipment and decontaminate the patient immediately.
- Move the patient to fresh air and safety
- Maintain an open Airway using the head tilt chin lift method, suction, oral airway, or nasal airway as needed.
- Assess Breathing and administer oxygen with a BVM at 15 liters per minute, non rebreather at 10-15 liters per minute, or a nasal cannula at 4-6 liters per minute as needed.
- Assess Pulse and if absent begin CPR and apply AED.

**9.34** Remove and isolate clothing by double bagging. Immediately flush the affected areas with plain water for at least 20 minutes. If eyes are affected flush with plain water for 20 minutes then apply patches to both eyes.

**9.35** Keep the patient calm and reassured to minimize shock. If UNCONSCIOUS continue CPR, monitor AIRWAY, BREATHING AND PULSE according to CPR guidelines. If conscious monitor every 5 minutes.

**9.36** Transport the patient.

## 10. Automated External Defibrillator Checklist

**10.01** The following checklist is to be performed *daily* on the Heart Stream Automated External Defibrillator:

- Insure the unit is clean and in an easily accessible, unobstructed location
- Inspect the cables for cracks, broken wires, or other damage
- Insure that the connectors engage securely into their port
- Verify supplies:
  - Two sets of packaged, sealed pads
  - Alcohol prep pads
  - One razor
  - Loose 4x4 gauze
  - Spare battery
  - Spare data card
- Insure the main battery is correctly installed and charged using the Battery Insertion Test (BIT)
- Insure the PC data card is installed

# Appendix A: Forms

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PI-0251-01

Reference HERO SOP 4.3

PI-0251-02

**INVENTORY FOR HERO TRUCKS**



Reference HERO SOP 4.3

PI-0251-03

**INVENTORY FOR FIRST RESPONDER JUMP KIT**

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American Heart Association, *Basic Cardiac Life Support for Healthcare Providers*, American Heart Association 1994.

Bergeron, J. David, *First Responder Manual*, 4th Edition, Prentice Hall 1996.

National Safety Council, *First Responder Manual*

Occupational Safety and Health Administration (OSHA), Standard - 29 CFR 1910.120, *Hazardous Waste Operations and Emergency Response*. Code of Federal Regulations can be located on the World Wide Web at: <http://www.access.gpo.gov/nara/cfr/index.html>.

Occupational Safety and Health Administration (OSHA), Standard - 29 CFR 1910.151, *Medical Services and First Aid*. Code of Federal Regulations can be located on the World Wide Web at: <http://www.access.gpo.gov/nara/cfr/index.html>.

PI-0228, *Emergency Response Team Program*.

United States Department of Transportation, National Highway Traffic Safety Administration, *First Responder: National Standard Curriculum*

# Revision History

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## REVISION HISTORY

2-7-02

10-3-05

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	4	Employee Safety	Page 1 of 2
Article	4	Protocol for Bloodborne Pathogens	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

I. PURPOSE: To establish guidelines to protect the HERO operators from work related exposure to infectious materials or organisms while performing their assigned duties.

II. GENERAL: Certain jobs, such as the HERO operator, may put workers at risk of contacting an infectious disease. In most situations the HERO operator does not know if the person he/she is providing medical care to has an infectious bloodborne or other communicable disease thus care must be taken in all cases.

III. RESPONSIBILITY: It is the responsibility of the employer and/or Incident Management Manager to ensure that the HERO operators have the information, skills, procedures and equipment needed to identify risks and to protect themselves from exposure to communicable diseases. It also is the obligation of each HERO operator to know and follow established safe working practices in order to protect themselves, their families, and the public.

IV. POLICY:

- See Unit's **Standard Practice Instruction Manual for Bloodborne Pathogens.**

Section 4  
Article 4  
Originated by  
Date Written  
Date Issued

Employee Personal Safety  
Protocol for Blood borne Pathogens  
Incident Management Manager / Assistant Manager  
February 06, 2003  
February 06, 2003

Page 2 of 2

V. PROCEDURES:

- Protect yourself on the job
- Practice good personal hygiene
- Follow established safe working practices, use your PPE
- Wash your hands often, after work or exposure

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
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## Reference HERO SOP 4.4

### STANDARD PRACTICE INSTRUCTION

**DATE:** \_\_\_\_\_

**SUBJECT:** Bloodborne Pathogens

**REGULATORY STANDARD:** OSHA - 29 CFR 1910.1030

**BASIS:** Approximately 5.6 million American workers are at risk of developing various types of illnesses due to their exposure to bloodborne pathogens such as the human immunodeficiency (HIV) and hepatitis B (HBV) viruses and other potentially infectious materials in the workplace. In recent years there has been a significant increase in the number of cases reported. This poses a serious problem for exposed workers and their employer. This standard practice instruction establishes uniform requirements to ensure that procedures to limit the spread of such hazards are implemented, evaluated, and that the proper hazard information is transmitted to all affected workers.

**GENERAL:** The Georgia Department of Transportation HERO Unit will ensure that all potentially infectious hazards within our facility(s) are evaluated and controlled. This standard practice instruction is intended to address comprehensively the issues of; evaluating and identifying potential infectious hazards, evaluating engineering controls, work practices, administrative controls, medical management, training, and establishing appropriate procedures.

**RESPONSIBILITY:** The unit coordinator is Gary Millsaps. He is solely responsible for all facets of this program and has full authority to make necessary decisions to ensure success of the program. The coordinator is the sole person authorized to amend these instructions and is authorized to halt any operation of the company where there is danger of serious personal injury.

#### Contents of the Bloodborne Pathogens Program

1. **Written Program.**
2. **General Requirements.**
3. **Exposure Control Plan.**
4. **Housekeeping Schedules.**
5. **Exhibits.**
  - **Declination Statement**
  - **Cleaning Schedule**



**GA DOT HERO UNIT Bloodborne Pathogens Program**

**1. Written program.** GA DOT HERO UNIT will review and evaluate this standard practice instruction on an annual basis, or when changes occur that prompt revision of this document, or when facility operational changes occur that require a revision of this document. This written program will be communicated to all personnel. It encompasses the total workplace, regardless of number of workers employed or the number of work shifts. It is designed to establish clear goals, and objectives.

**2. General requirements.** OSHA guidelines require that each employer who has employee(s) with potential occupational exposure to bloodborne pathogens shall prepare an exposure determination. This exposure determination shall contain the following:

2.1 A list of job classifications for all employees whose job classifications have occupational exposure.

2.2 A list of job classifications in which some employees have occupational exposure.

2.3 A list of all tasks and procedures or groups of closely related tasks and procedures in which occupational exposure occurs and that are performed by employees in job classifications listed in accordance with the provisions of the this standard practice instruction.

2.4 The schedule and method of implementation, methods of compliance, Hepatitis B vaccinations and post-exposure evaluation and follow-up, communication of hazards and record keeping required by 29 CFR 1910.1904 and 1030.

2.5 The procedure for the evaluation of circumstances surrounding incidents.

2.6 Methods of compliance.

**3. Exposure Control Plan.**

3.1 Job Classifications in Which All Employees in Those Classifications Have Occupational Exposure.

3.1.1 Accident Response and Clean-up.

3.1.2 First Aid Response Team.

3.1.3 \_\_\_\_\_.

3.1.4 \_\_\_\_\_.

## Reference HERO SOP 4.4

3.1.5 \_\_\_\_\_.

3.1.6 \_\_\_\_\_.

3.1.7 \_\_\_\_\_.

### 3.2 Job Classifications in Which Some Employees Have Occupational Exposure:

3.2.1 \_\_\_\_\_.

3.2.2 \_\_\_\_\_.

3.2.3 \_\_\_\_\_.

3.2.4 \_\_\_\_\_.

3.2.5 \_\_\_\_\_.

### 3.3 Tasks and Procedures or Groups of Closely Related Tasks and Procedures. Procedures in which occupational exposure occurs and that are performed by employees in job classifications listed in accordance with the provisions of 29 CFR 1910.1030.

3.3.1 C.P.R.

3.3.2 Acuchecks for blood sugar screening.

3.3.3 Treatment for wounds to skin involving tears of skin tissue.

3.3.4 Removal of foreign bodies from eyes or skin tissue..

3.3.5 Disposal of contaminated sharps.

3.3.6 Contaminated dressing changes.

3.3.7 Suctioning body fluids from respiratory tract.

3.3.8 Clean-ups of Biohazard spills.

3.3.9 Disposal of Biohazard wastes from first-aid treatment area and women's restrooms.

### 3.4 Methods of Compliance.



## Reference HERO SOP 4.4

3.4.1 General-Universal precautions shall be observed to prevent contact with blood or other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids shall be considered potentially infectious materials.

### 3.5 Engineering and Work Practice Controls.

3.5.1 Engineering and work practice controls shall be used to eliminate or minimize employee exposure. Where occupational exposure remains after institution of these controls, personal protective equipment shall also be used.

3.5.2 Engineering controls shall be examined and maintained or replaced on a regular schedule to ensure their effectiveness. This schedule will be posted and documented.

3.5.3 This employer will provide handwashing facilities which are readily accessible to employees.

3.5.4 When provision of handwashing facilities is not feasible, this employer shall provide an appropriate hand cleanser in conjunction with clean cloth/paper towels or antiseptic towelette. When antiseptic cleansers or towelette are used, hands shall be washed with soap and running water as soon as feasible.

3.5.5 This employer shall ensure that employees wash their hands immediately or as soon as feasible after removal of gloves or other personal protective equipment.

3.5.6 This employer shall ensure that employees wash their hands and any other skin with soap and water, or flush mucous membranes with water immediately or as soon as feasible following contact of such body areas with blood or other potentially infectious materials.

3.5.7 Contaminated needles or other contaminated sharps shall not be bent, recapped, or removed. Shearing or breaking of contaminated needles or other contaminated sharps is prohibited.

3.5.8 Immediately or as soon as possible after use, contaminated sharps shall be placed in appropriate containers. The containers shall be:

3.5.8.1 Puncture resistant.

3.5.8.2 Labeled or color coded in accordance with this standard.

3.5.8.3 Leak-proof on the sides and bottom.



## Reference HERO SOP 4.4

3.5.9 Eating, drinking, smoking, applying cosmetics, or lip balm, and handling contact lenses are prohibited in first-aid and restroom areas where there is reasonable likelihood of occupational exposure.

3.5.10 Food and drink shall not be kept in refrigerator, freezer, shelves, cabinets, or on countertops where blood or other infectious materials are present.

3.5.11 All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, splattering, and generation of droplets of these substances.

### 3.6 Personal Protective Equipment

3.6.1 When there is occupational exposure, the First-Aid Department shall provide, at no cost to the employee, appropriate personal protective equipment such as, but not limited to: gowns, gloves, laboratory coats, face shields or masks and eye protection, mouthpieces, resuscitation bags, pocket masks, or other ventilation devices. Personal Protective Equipment shall be considered "appropriate" only if it does not permit blood or other potentially infectious materials to pass through, to, or reach employee's work clothes, street clothes, undergarments, skin, eyes, mouth or other mucous membranes under normal conditions of use and for the duration of time for which the protective equipment will be used.

3.6.2 This employer shall ensure that employees use appropriate Personal Protective Equipment unless the employer shows that the employee temporarily and briefly declined to use Personal Protective Equipment when, under rare and extraordinary circumstances, it was the employee's professional judgment that in the specific instance its use should have prevented the delivery of health care or safety services or would have posed an increased hazard to the safety of the worker. When the employee makes this judgment, the circumstances shall be investigated in order to determine whether changes can be instituted to prevent such occurrences in the future.

3.6.3 This employer shall ensure that appropriate protective equipment in the appropriate sizes is readily accessible at the worksite or issued to employees. Hypoallergic gloves or alternatives shall be readily accessible to those employees who are allergic to the gloves normally provided.

3.6.4 This employer shall clean, launder, and dispose of Personal Protective Equipment required by 29 CFR 1910.1030 at no cost to the employee.



## Reference HERO SOP 4.4

3.6.5 This employer shall repair or replace Personal Protective Equipment as needed to maintain its effectiveness at no cost to the employee.

3.6.6 If a garment(s) is penetrated by blood or other potentially infectious materials, the garment(s) shall be removed as soon as feasible.

3.6.7 All Personal Protective Equipment shall be removed prior to leaving the facility.

3.6.8 When Personal Protective Equipment is removed, it shall be placed in an appropriately designed area or container for storage, washing, decontamination or disposal.

3.6.9 Gloves shall be worn when it can be reasonably anticipated that the employee may have contact with blood, other potentially infectious materials, mucous membranes, non-intact skin, when performing vascular access procedures such as removing foreign bodies, and when handling or touching contaminated items or surfaces.

3.6.9.1 Disposable (single use) gloves shall be replaced as soon as feasible if they tear, are punctured, or when their ability to function as a barrier is compromised.

3.6.9.2 Disposable (single use) gloves shall not be washed or decontaminated for reuse.

3.6.10 Masks, eye protection, and face shields, masks in combination with eye protective devices such as goggles or glasses with solid side shields, or chin-length face shields, shall be worn whenever splashes, sprays, splatters, or droplets of blood or potentially infectious materials may be generated and eye, nose, or mouth contamination can reasonably be expected.

3.6.11 Appropriate protective clothing such as, but not limited to, gowns, aprons, lab coats, clinic jackets or similar outer garments shall be worn in occupational exposure situations. The type and characteristics will depend upon the task and degree of occupational exposure anticipated.

### 3.7 General Housekeeping

3.7.1 This employer shall ensure that the worksite is maintained in a clean and sanitary condition. An appropriate schedule for cleaning and method of decontamination based upon the location within the facility, type of surface to be cleaned, type of soil present, and tasks or procedures being performed in the area. This employer will maintain records and documentation of decontamination schedules.

## Reference HERO SOP 4.4

3.7.2 All equipment and environmental working surfaces shall be cleaned and decontaminated after contact with blood and other potentially infectious materials.

3.7.2.1 Contaminated work surfaces shall be decontaminated with an appropriate disinfectant after completion of procedures, immediately or as soon as feasible when surfaces are overtly contaminated or after any spill of any other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.

3.7.2.2 Protective covering, such as imperviously-backed absorbent paper used to cover equipment and surfaces shall be removed and replaced as soon as feasible when they have been contaminated or at the end of the work shift if they have become contaminated during the shift.

3.7.2.3 All bins, pails, cans, and similar receptacles intended for reuse which have a reasonable likelihood for contamination with blood or other potentially infectious materials shall be inspected and decontaminated on a regularly scheduled basis and cleaned and decontaminated or, as feasible, upon visible contamination. This employer will maintain records and documentation of cleaning and decontamination.

3.7.2.4 Broken glassware which may have been contaminated shall not be picked up directly with the hands. It shall be cleaned up using mechanical means, such as a brush and dust pan, tongs, or forceps.

3.7.3 Regulated waste and contaminated sharps shall be discarded immediately or as soon as feasible in containers that are:

3.7.3.1 Closable.

3.7.3.2 Puncture resistant.

3.7.3.3 Leak-proof on sides and bottom.

3.7.3.4 Labeled or color-coded in accordance with 29 CFR 1910.1030.

3.7.4 During use, containers for contaminated sharps shall be:



## Reference HERO SOP 4.4

3.7.4.1. Easily accessible to personnel and located as close as is feasible to the immediate area where sharps are used.

3.7.4.2 Maintained upright throughout use.

3.7.4.3 Replaced routinely and not allowed to overfill.

3.7.5 When moving containers of contaminated sharps from the area of use, the containers shall be:

3.7.5.1 Closed immediately prior to removal or replacement to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.

3.7.5.2 Placed in a secondary container if leakage is possible. The second container shall be:

a. Closable.

b. Constructed to contain all contents and prevent leakage during handling, storage, transport, or shipping

c. Labeled or color-coded according to 29 CFR 1910.1030.

3.7.6 Reusable containers shall not be opened, emptied, or cleaned manually or in any other manner which would expose employees to the risk of percutaneous injury.

3.7.7 Other regulated waste shall be placed in containers which are:

3.7.7.1 Closable.

3.7.7.2 Constructed to contain all contents and prevent leakage of fluids during handling, storage, transport, or shipping.

3.7.7.3 Labeled or color-coded in accordance with 29 CFR 1910.1030.

3.7.7.4 Closed prior to removal to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.

3.7.8 If outside contamination of the regulated waste container occurs, it shall be placed in a second container. The second container shall be:

3.7.8.1 Closable.

## Reference HERO SOP 4.4

3.7.8.2 Constructed to contain all contents and prevent leakage of fluids during handling, storage, transport, or shipping.

3.7.8.3 Labeled or color-coded in accordance with 29 CFR 1910.1030.

3.7.8.4 Closed prior to removal to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.

3.7.8.5 Disposal of all regulated waste shall be in accordance with applicable regulations of the United States and its Territories, The State of Georgia, and Fulton County.

3.7.9 Contaminated laundry shall be handled as little as possible with a minimum of agitation.

3.7.9.1 Contaminated laundry shall be bagged or containerized at the location where it was used and shall not be rinsed or sorted in the location of use.

3.7.9.2 Contaminated laundry shall be placed and transported in bags or containers labeled or color-coded in accordance with 29 CFR 1910.1030.

3.7.9.3 Whenever contaminated laundry is wet and presents a reasonable likelihood of soak-through of or leakage from the bag or container, the laundry shall be placed and transported in bags or containers which prevent soak-through and/or leakage of fluids to the exterior.

3.7.9.4 This employer shall ensure that employees who have contact with contaminated laundry wear protective gloves and other appropriate Personal Protective Equipment.

3.7.9.5 If contaminated laundry is shipped off-site to a second facility own by this company which does not utilize universal precautions in the handling of all laundry, the facility generating the contaminated laundry will place such laundry in bags or containers which are labeled or color-coded.

3.8 Hepatitis B Vaccination and Post-Exposure Evaluation and Follow-Up.

3.8.1 General Guidelines.

3.8.1.1 This employer shall make available the Hepatitis B vaccine and vaccination series to all employees who have occupational



## Reference HERO SOP 4.4

exposure, and post-exposure evaluation and follow-up to all employees who have had an exposure incident.

3.8.1.2 This employer shall ensure that all medical evaluations and procedures including the Hepatitis B vaccine and vaccination series, and post-exposure evaluation and follow-up, including prophylaxis, are:

- a. Made available at no cost to the employee.
- b. Made available to the employee at a reasonable time and place.
- c. Performed by or under the supervision of a licensed physician or by or under the supervision of another licensed healthcare professional.
- d. Provided according to recommendations of the U.S. Public Health Service current at the time these evaluations and procedures take place.

3.8.1.3 This employer shall ensure that all laboratory tests are conducted by an accredited laboratory at no cost to the employee.

### 3.8.2 Hepatitis B Vaccination.

3.8.2.1 Hepatitis B vaccination shall be made available after the employee has received the required training and within 10 working days of initial assignment to all employees who have occupational exposure unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons.

3.8.2.2 This employer shall not make participation in a prescreening program a prerequisite for receiving Hepatitis B vaccination.

3.8.2.3 If the employee initially declines Hepatitis B vaccination but at a later date while still covered under 29 CFR 1910.1030 decides to accept the vaccination, this employer shall make available Hepatitis vaccination at that time.

3.8.2.4 This employer shall assure that employees who decline to accept Hepatitis B vaccination offered by the employer sign the statement shown in Exhibit #1.

## Reference HERO SOP 4.4

3.8.2.5 If a routine booster dose(s) of Hepatitis B vaccine is recommended by the U.S. Public Health Service at a future date, such booster dose(s) shall be made available in accordance with 29 CFR 1910.1030.

### 3.8.3 Post-Evaluation and Follow-Up.

3.8.3.1 Following a report of an exposure incident the employer shall immediately make available to the exposed employee a confidential medical evaluation and follow-up, including at least the following elements:

- a. Documentation of the route(s) of exposure(s), and the circumstances under which the exposure incident occurred.
- b. Identification and documentation of the source individual, unless the employer can establish that identification is unfeasible or prohibited by state or local law.

3.8.3.2 The source individual's blood shall be tested as soon as feasible and after consent is obtained in order to determine HBV and HIV infectivity. If consent is not obtained, this employer shall establish that legally required consent cannot be obtained. When the source individual's consent is not required by law, the source individual's blood, if available, shall be tested and the results documented.

3.8.3.3 When the source individual is already known to be infected with HBV or HIV, testing for the source individual's known HBV or HIV status need not be repeated.

3.8.3.4 Results of the source individual's testing shall be made available to the exposed employee, and the employee shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual.

3.8.3.5 Post-exposure prophylaxis, when medically indicated, as recommended by the U.S. Public Health Service:

- a. Counseling.
- b. Evaluation of reported illness.



## Reference HERO SOP 4.4

3.8.3.6 This employer shall ensure that the healthcare professional evaluating an employee after an exposure incident is provided the following information:

- a. A copy of 29 CFR 1910.1030.
- b. A description of the exposed employee's duties as they relate to the exposure incident.
- c. Documentation of the route(s) of exposure and circumstances under which exposure occurred;
- d. Results of the source individual's blood testing, if available.
- e. All medical records relevant to the appropriate treatment of the employee including vaccination status which are this employer's responsibility to maintain.

3.8.3.7 Healthcare Professional's Written Opinion.

3.8.3.7.1 This employer shall obtain and provide the employee with a copy of the evaluating healthcare professional's written opinion within 15 days of the completion of the evaluation.

3.8.3.7.1.1 The healthcare professional's written opinion for Hepatitis B vaccination shall be limited to whether Hepatitis B vaccination is indicated for an employee and if the employee has received such vaccination.

3.8.3.7.2 The healthcare professional's written opinion for post-exposure evaluation and follow-up shall be limited to the following information:

- a. That the employee has been informed of the results of the evaluation.
- b. That the employee has been told about any medical conditions resulting from exposure from blood or other potentially infectious materials which require further evaluation or treatment.

3.8.3.7.3 All other findings or diagnosis shall remain confidential and shall not be included in the written report.

## Reference HERO SOP 4.4

### 3.8.3.8 Medical Recordkeeping

3.8.3.8.1 Medical records required shall be maintained in accordance with standard medical practice.

## 3.9 Communication of Hazard to Employees.

### 3.9.1 Labels and Signs.

3.9.1.1 Warning labels shall be affixed to containers of regulated waste, refrigerators, and other containers used to store, transport, or ship blood or other potentially infectious materials.

3.9.1.2 Labels required by this section shall be as shown below in Figure #1.

Figure #1

BIOHAZARD

3.9.1.3 These labels shall be fluorescent orange or orange-red or predominantly so, with lettering or symbols in a contrasting color.

3.9.1.4 Labels required shall be affixed as close as feasible to the container by wire, adhesive, or other method that prevents their loss or unintentional removal.

3.9.1.5 Red bags or red containers may be substituted for labels.

3.9.1.6 Labels required for contaminated equipment shall be in accordance with 29 CFR 1910.1030 and shall also state which portions of the equipment remain uncontaminated.

### 3.9.2 Signs.

3.9.2.1 This employer shall post signs at the entrance to the work areas which shall bear a sign as shown below in Figure #2.



Figure #2

BIOHAZARD

- a. Name of infectious agent.
- b. Name, telephone number for person responsible.

3.9.2.2 These signs shall be fluorescent orange-red with lettering in a contrasting color.

3.9.3 Information and Training.

3.9.3.1 GA DOT HERO UNIT shall ensure that all employees with occupational exposure participate in a training program which must be provided at no cost to the employee and during working hours.

3.9.3.2 Training shall be as follows:

- a. At the time of initial assignment to tasks where occupational exposure may take place.
- b. Within 90 days after the effective date of 29 CFR 1910.1030.
- c. At least annually thereafter.

3.9.3.3 For employees who have received training on bloodborne pathogens in the year preceding the effective date of 29 CFR 1910.1030, only training with respect to the provisions of 29 CFR 1910.1030, which were not included, need to be provided.

3.9.3.4 Annual training for all employees shall be provided within one year of their previous training.

3.9.3.5 GA DOT HERO UNIT shall provide additional training when changes such as modification of tasks or procedures, or institution of new tasks or procedures, affect the employee's occupational

## Reference HERO SOP 4.4

exposure. New training may be limited to addressing the new exposures created.

3.9.3.6 Material appropriate in content and vocabulary to educational level, literacy and language of employees shall be used.

3.9.3.7 The training program shall contain at a minimum the following elements:

- a. An accessible copy of the text of 29 CFR 1910.1030 and an explanation of its contents.
- b. A general explanation of epidemiology and symptoms of bloodborne diseases.
- c. An explanation of the modes of transportation of bloodborne pathogens.
- d. An explanation of this employer's exposure control plan and the means by which the employee can obtain a copy of the written plan.
- e. An explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials.
- f. An explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate engineering controls, work practices, and Personal Protective Equipment.
- g. Information on the types, proper use, location, removal, handling, decontamination, and disposal of Personal Protective Equipment.
- h. An explanation of the basis for selection of Personal Protective Equipment.
- i. Information on the Hepatitis B vaccine, including information on its efficiency, safety, method of administration, the benefits of being vaccinated, and the vaccine and vaccination being offered free of charge.
- j. Information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials.



## Reference HERO SOP 4.4

k. An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available.

l. Information on the post-exposure evaluation and follow-up that this employer is required to provide for the employee following an exposure incident.

m. An explanation of the signs and color labels and/or color coding required by 29 CFR 1910.1030.

n. An opportunity for interactive questions and answers with the person conducting the training session.

3.9.3.8 The person conducting the training session shall be knowledgeable in the subject matter covered by the elements contained.

### 3.9.4 Recordkeeping

#### 3.9.4.1 Medical Records.

3.9.4.1.1 GA DOT HERO UNIT shall establish and maintain an accurate record for each employee with occupational exposure in accordance with 29 CFR 1910.20.

3.9.4.1.2 Records shall include:

a. Employee's name and Social Security Number.

b. A copy of the employee's Hepatitis B vaccination status including dates of all Hepatitis B vaccinations and any medical records relative to the employee's ability to receive vaccination as required by 29 CFR 1910.1030.

c. A copy of all results of examinations, medical testing, and follow-up procedures as required by 29 CFR 1910.1030.

d. This employer's copy of the healthcare professional's written opinion as required by 29 CFR 1910.1030.

## Reference HERO SOP 4.4

e. A copy of the information provided to the healthcare professional as required by 29 CFR 1910.1030.

3.9.4.1.3 Retention of OSHA medical records are to be held during the length of employment, plus 30 years.

3.9.4.1.4 This employer shall ensure that employee medical records required by 29 CFR 1910.1030 are:

a. Kept confidential.

b. Are not disclosed or reported without the employee's express written consent to any person within or outside the workplace except as required by 29 CFR 1910.1030 or as may be required by law.

3.9.4.1.5 Training records shall include the following:

a. The dates of the training sessions.

b. The contents or a summary of the training sessions.

c. The names and qualifications of persons conducting the training session.

d. Training records shall be maintained for 3 years from the date on which the training occurred.

3.9.4.1.6 Availability of Records.

a. This employer shall ensure that all records required to be maintained shall be made available upon request to the Assistant Secretary and the Director for examination and copying.

b. Employee training records required by 29 CFR 1910.1030 shall be provided upon request in accordance with 29 CFR 1910.20.

c. Employee medical records required by 29 CFR 1910.1030 shall be provided upon request in accordance with 29 CFR 1910.20.

3.9.4.1.7 Transfer of Records.



## Reference HERO SOP 4.4

a. This employer shall comply with the requirements set forth in 29 CFR 1910.20.

b. If this employer ceases to do business and there is no successor employer to receive and retain the records for the prescribed period, this employer shall notify the local OSHA Office, at least three months prior to their disposal and transmit them per their instructions, if required, within that three month period.

### 3.10 Effective Dates.

3.10.1 The Exposure Control Plan required by 29 CFR 1910.1030 shall be completed on or before May 5, 1992.

3.10.2 Information, training, and recordkeeping shall take affect on or before June 4, 1992.

3.10.3 Engineering, work practice controls, Personal Protective Equipment, housekeeping, Hepatitis B vaccination, post-exposure evaluation and follow-up, and labels and signs shall take affect July 6, 1992.

## 4. Housekeeping Schedules.

### 4.1 Disposal of Biohazard Waste.

4.1.1 Biohazard waste in red Biohazard bags shall be picked up monthly or as near to monthly as practical and stored in the Biohazard holding area until picked up by an outside solid waste vendor.

### 4.2 Cleaning Schedules.

4.2.1 All working surfaces shall be cleaned with appropriate OSHA approved disinfectant after each contamination of potentially infectious materials and at the end of each shift.

4.2.2 Glucometer shall be disinfected after each use.

4.2.3 All bins, pails, cans and similar receptacles intended for reuse in area's such as First-Aid or women's restrooms which have a reasonable likelihood for becoming contaminated with blood or other infectious materials shall be inspected and decontaminated each day or as near to daily as practical upon visible contamination.

## Reference HERO SOP 4.4

### 4.3 Cleaning Schedules/Documentation.

4.3.1 All cleaning schedules shall be posted and documentation provided as shown in Exhibit #2.

## 5. Exhibits.

5.1 Sample vaccination declination statement.

5.2 Sample first aid cleaning schedule.



Reference HERO SOP 4.4

EXHIBIT #1

Georgia Department Of Transportation HERO Unit

DECLINATION STATEMENT

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine, at no charge to myself. However, I decline Hepatitis vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness's Printed Name

\_\_\_\_\_  
Witness's Signature

\_\_\_\_\_  
Date

Reference HERO SOP 4.4

EXHIBIT #2

FIRST AID CLEANING SCHEDULE

FOR: \_\_\_\_\_

MONTH: \_\_\_\_\_

DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____
DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____	DATE: _____ INITIALS: _____

I certify that this facility was maintained in accordance the provisions of this standard practice instruction for the month of \_\_\_\_\_.

\_\_\_\_\_  
Signature                      Date

**Reference HERO SOP 4.4**

**EXPOSURE INCIDENT REPORT**

(Routes and Circumstances of Exposure to Bloodborne Pathogens)

<b>Facility:</b>		<b>Supervisors Name:</b>	
<b>Date Reported:</b>	<b>Related Operating Procedures Reviewed:</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>All Affected Employees Notified:</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>Employee Information:</b>			
Employee's Name	Date	Date of Birth	
SS#	Job Title		
Telephone (Business)	(Home)		
Date of Exposure	Time of Exposure	AM	PM
Hepatitis B Vaccination Status			
Location of Incident			
<b>Bodily Exposure Information:</b>			
Part of body to which exposure occurred (describe fully):			
<b>Decontamination:</b>			
Describe the method(s) of decontamination used			
<input type="checkbox"/> Soap & water	<input type="checkbox"/> Disinfectant	<input type="checkbox"/> Towelettes	<input type="checkbox"/> 10% Bleach solution
Other (describe):			
1. Describe what job duties you were performing when the exposure incident occurred.			
2. Describe the circumstances under which the potential exposure incident occurred.			



## Reference HERO SOP



3. What body fluid(s) were you exposed to?

4. Describe route of exposure (e.g., mucosal contact, contact with nonintact skin).

5. Describe any Personal Protective Equipment (PPE) in use at time of exposure incident.

6. Did PPE fail? No  Yes  If yes, describe how.

7. Identification of source individual(s) (Names)

### ACKNOWLEDGMENT

I certify that I have reviewed the information contained in this incident report and will take the necessary steps to ensure correction of PPE or procedural deficiencies. \* Further detailed on attachment:  Yes  No

Name:	Signature:	
Title:	Date:	Time:

#### REPORT FORM RETENTION INFORMATION

#### ATTACHMENTS

Permanent Retention File:	Location:	*Yes	No
Date Filed:	Filed By:	*See Following Pages	



Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	4	Employee Safety	Page 1 of 4
Article	5	Incident Protocol – Hazardous Materials	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish guidelines for the safe response and access approach to an incident scene involving a hazardous chemical spill.
- II. GENERAL: The HERO unit takes a *Defensive* approach to incidents involving Hazardous Chemical spills, that is ensuring safety of the road users. Our unit is not *trained nor equipped* to take an offensive approach to this type of incident.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to follow the guidelines contained in this standard operating procedure and to adhere to the training received during the HERO certification course.
- IV. POLICY:
- While the HERO Unit will aggressively take action at Fuel, Petroleum, Produce, Livestock, etc. type spills, our Unit does not attempt to clean up hazardous material spills, we will however, protect the scene while the responsible agency does the clean up.
  - As HERO operators, your first consideration when approaching a hazardous material incident, shall be your own safety. Secondly, the safety of others around the incident scene.
  - It has always been the Department's policy to take the *Defensive* approach when dealing with incidents involving hazardous material spills. Those emergency service agencies who are trained and equipped to evaluate hazardous chemicals and safely remove them, will be in charge of these situations and will take the aggressive action.

Section	4	Employee Safety	Page 2 of 4
Article	5	Incident Protocol – Hazardous Materials	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES:

### ➤ As the First Responder:

- Approach the scene from upwind and up hill, if possible
- Avoid driving into smoke, visible vapor clouds, and liquid run-off
- Notify the TMC dispatcher that you are on the scene
- Establish command
- Identify the nature of the incident
- Survey the scene
- Provide the TMC with:
  - Exact location
  - Which lanes are affected
  - Type and number of vehicles involved
  - Extent of injuries
  - Ambulance or other transportation conveyances needed
  - Request back up assistance, Fire, Haz-Mat Team, Law Enforcement, EPA/EPD, additional HERO units, maintenance, towing & recovery, etc.
- Attempt to identify (if possible):
  - Type of materials involved (labels, placards, shipping papers, etc.)
  - Quantity of materials
  - Possibility of contamination
  - Immediate exposure problems

*Remember:* If you can read a placard from a safe distance (or with the use of binoculars) do so, **but if not**, wait for the arrival of those that are trained and equipped to handle the situation.

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Article	5	Incident Protocol – Hazardous Materials	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

## V. PROCEDURES *cont*:

### ➤ As the First Responder *cont*:

#### *Relinquishing Command:*

- Once Fire and Rescue arrives on the scene, relinquish command of the incident to the commander. Provide all information that you have gathered, volunteer your assistance, if not needed, proceed to traffic and incident management control.
- Notify the TMC that Fire is on the scene and has taken command of the incident.
- Continue to update the TMC as to the status of the incident until it is cleared and all lanes are re-opened to traffic.
- Fill out daily assist log and return to your assigned route, continuing your duties.

### ➤ As a Secondary Responder:

- Notify the TMC that you have arrived at the scene
- Advise the TMC as to which emergency service agencies are at the scene
- Begin traffic management (Install traffic controls)
- Request additional back up, if needed
- Offer assistance to the other emergency service units
- Manage and monitor traffic flow
- Keep the TMC updated as to the incident status
- When the incident is cleared and all lanes re-opened, notify the TMC
- Fill out daily assist log, return to assigned route and continue your duties



Section	4	Employee Safety	Page 4 of 4
Article	5	Incident Protocol – Hazardous Materials	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

- Remember, every traffic incident will be different and there are no fast rules that will cover every situation. The HERO operator will use this basic protocol for guidance but must also use good judgment and common sense to avoid further injuries to persons involved, yourself or co-workers.

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
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Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	5	Equipment Operations and Maintenance	Page 1 of 3
Article	1	Tools and Equipment Policy	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

I. PURPOSE: To establish policies and procedures concerning the issuance and responsibility for tools and equipment provided to the HERO operators to assist them in accomplishing their mission.

II. GENERAL: Each incident management response vehicle is equipped with hand tools, floor jacks, generators, compressors, transfer fuel tanks, etc. This policy identifies the responsibility of those assigned to this equipment for its security and maintenance.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to perform a daily inventory inspection of their assigned vehicle prior to beginning their daily tour of duty and at the close of their tour. Supervisors will determine if any losses or damage are beyond the control of operators. Supervisors will perform a quarterly inventory of those vehicles under their supervision.

IV. POLICY:

- Each incident management response vehicle is equipped with an inventory of tools and equipment for which the assigned HERO operator is responsible.
- A tool and equipment inventory shall be completed by each operator prior to beginning his / her tour of duty and at the close of their tour to ensure the inventory of tools & equipment are still in place.

Section	5	Equipment Operations and Maintenance
Article	1	Tools and Equipment Policy
Originated by	Incident Management Manager / Assistant Manager	
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Page 2 of 3

#### IV. POLICY cont.

- All reports concerning missing, stolen or damaged tools and equipment must be submitted to the supervisor immediately and be completed on the date of occurrence. If items are missing, it shall be indicated on the Pre-trip Inspection Form.
- All tools and equipment issued will be inventoried by the Shift Supervisors at least once per quarter. The quarterly inventory will be performed with the team members or operator present.
- Missing or damaged tools, caused by the operator's neglect, will be replaced by the responsible operator within seven (7) working days of the inventory.
- Operators will be advised in writing by their supervisor that they must replace lost or unusable tools and equipment. Failure to replace these items within the required seven (7) day period will be reflected in the employee's performance rating for that period. Continued refusal to replace these items will result in adverse action, up to and including separation from the Department.

#### V. PROCEDURES:

- Operators shall indicate on their Pre-trip Vehicle Inspection Form, that all tools and equipment are in place or note any missing items. If items are missing, the operator is responsible for bringing this to the attention of their supervisor, prior to beginning their tour of duty.

Section	5	Equipment Operations and Maintenance	Page 3 of 3
Article	1	Tools and Equipment Policy	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
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V. PROCEDURES cont.

- Operators shall indicate on their daily log, in the remarks section, that all tools and equipment are in place and initial that statement at the close of their shift. Any discrepancies should be brought to the attention of the Shift Supervisor before securing for the day.
- Incident Response Vehicles are to be locked up and secured at the end of the operator's tour of duty.
- Any tools or equipment which are stolen from secure areas by forcible entry will be replaced by the Department.
- Operators are responsible for the maintenance of their tools & equipment, such as, checking oil and hydraulic fluids, bleeding air tanks, etc.
- Any tools rendered unusable through normal use or as the result of accidents or other circumstances beyond the control of the responsible operator(s) will be replaced by the Department.

VI. REVISION LOG:

<i>NAME</i>	<i>DATE OF REVISION</i>	<i>SUMMARY OF REVISION</i>
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Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	5	Equipment Operations and Maintenance	Page 1 of 3
Article	2	Vehicle Maintenance	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

- I. PURPOSE: To establish guidelines for the maintenance and care of the HERO incident response vehicles.
- II. GENERAL: It is vitally important that the HERO vehicles remain in the operational status of "Ready", in order for the unit to successfully accomplish its mission in the ATMS program.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to perform preventive maintenance on their assigned vehicle and/or on any vehicle assigned to them temporarily for a given shift or task. PM is to be performed in accordance with the Department's Office of Equipment Management (OEM) Preventive Maintenance Manual and Unit policies.
- IV. POLICY:
- HERO operators **shall** maintain their assigned vehicle and/or any vehicle assigned temporarily to them for a given shift or task
  - Prior to beginning ones tour of duty, each operator **shall** inspect and execute a "Pre-trip Vehicle Inspection Checklist", for the vehicle they will be driving that shift. The completed checklist will be given to the operator's Shift Supervisor for his/her review and information.
  - HERO operators **shall** clean both the interior and exterior of their vehicle, in order to maintain a positive public image for the Department, as well as, the HERO Unit.

Section	5	Equipment Operations and Maintenance	Page 2 of 3
Article	2	Vehicle Maintenance	
Originated by	Incident Management Manager / Assistant Manager		
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Date Issued	February 06, 2003		

#### IV. POLICY cont.

- While the Department does permit the use of tobacco products under certain circumstances (See TOPPS 3A-14 and O.C.G.A. 31-12A-3, No Smoking Policies) courtesy should be shown to other non-smoking HERO operators, required to use the same vehicle as a smoker. This can be done by the smoker removing cigarette butts from the ash trays and spraying the cab of the vehicle with air freshener at the end of their tour of duty.
- At the end of each tour of duty, HERO operators **shall**:
  - “Top Off”, their vehicle with fuel
  - Replace any item(s) used during their tour of duty
  - Clean the interior of the cab and remove any debris to include, food, drinks, cigarette butts, etc. which may have accumulated in the vehicle.
  - Vehicles are to be washed, at least once a week, weather permitting.
- Random P.M. Inspections are made by the Office of Equipment Maintenance (OEM), if an inspection finds that there is vehicle neglect and/or abuse the operator of the vehicle could face adverse action, up to separation from the Department.

#### V. PROCEDURES:

- If, during a routine inspection or if an operator experience a problem with an incident response vehicle, he/she should:
  - Inform their Shift Supervisor immediately
  - Inform other operators who may be planning to drive the vehicle
  - If it is a safety problem, identify the vehicle as, “**OUT of SERVICE**”
- All vehicle repairs are to be done by the Office of Equipment Management

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Date Written	February 06, 2003		
Date Issued	February 06, 2003		

V. PROCEDURES cont.

- Oil changes and lubrication of vehicles are to be performed in accordance with the Preventive Maintenance Manual (See Manual July, 2004 Edition, Chapter 3 –Scheduling)

**NOTE:** The equipment operator is the back bone of the preventive maintenance program. The operator is in direct contact with the equipment on a daily basis and is therefore, the most logical person to insure the equipment is serviced properly. (See Preventive Maintenance Manual, Chapter 2 - Operator Responsibility).

VI. REVISION LOG:

<b>NAME</b>	<b>DATE OF REVISION</b>	<b>SUMMARY OF REVISION</b>
Mike Hendon, URS	09/2007	Updated TOPPS policies, O.C.G.A. and Preventive Maintenance Manual



**3A-14**

## **No Smoking Policy**

### **Commissioner's Policy**

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[See document history](#)

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The 2005 session of the Georgia General Assembly adopted legislation which prohibits smoking in most enclosed public spaces in the State of Georgia. The Governor signed the bill into law on May 9, 2005.

In accordance with this legislation, employees, consultants, contractors and visitors to GDOT facilities are expected to comply with the following:

4. In accordance with O.C.G. A. § 31-12A-3, smoking is prohibited in all enclosed facilities owned, leased or operated by the GDOT.
5. No smoking is permitted in GDOT owned vehicles (cars, trucks, vans, carry-alls, etc.). The only exception to this is in the case of an employee who regularly travels in a State vehicle alone in the course of performing his/her duties and does not regularly transport other GDOT employees as passengers. However, if other employees are usually with the smoker in the vehicle, no smoking will be permitted.
6. Each District Engineer or Office Head is responsible for informing current and future employees of the provisions of this policy.

Your cooperation and adherence to this policy is appreciated and expected.

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## REFERENCE – HERO SOP 5.2

### *Document History:*

- written by: Wayne Shackelford, Commissioner
  - added to Manual of Guidance: 02/03/94
  - added to TOPPS: 12/23/96
  - revised to reflect new legislation: 09/14/05
-

## REFERENCE – HERO SOP 5.2

### **O.C.G.A. § 31-12A-3**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 31. HEALTH  
CHAPTER 12A. SMOKEFREE AIR

O.C.G.A. § 31-12A-3 (2007)

§ 31-12A-3. Smoking prohibited in state and local government buildings

Smoking shall be prohibited in all enclosed facilities of, including buildings owned, leased, or operated by, the State of Georgia, its agencies and authorities, and any political subdivision of the state, municipal corporation, or local board or authority created by general, local, or special Act of the General Assembly or by ordinance or resolution of the governing body of a county or municipal corporation individually or jointly with other political subdivisions or municipalities of the state.

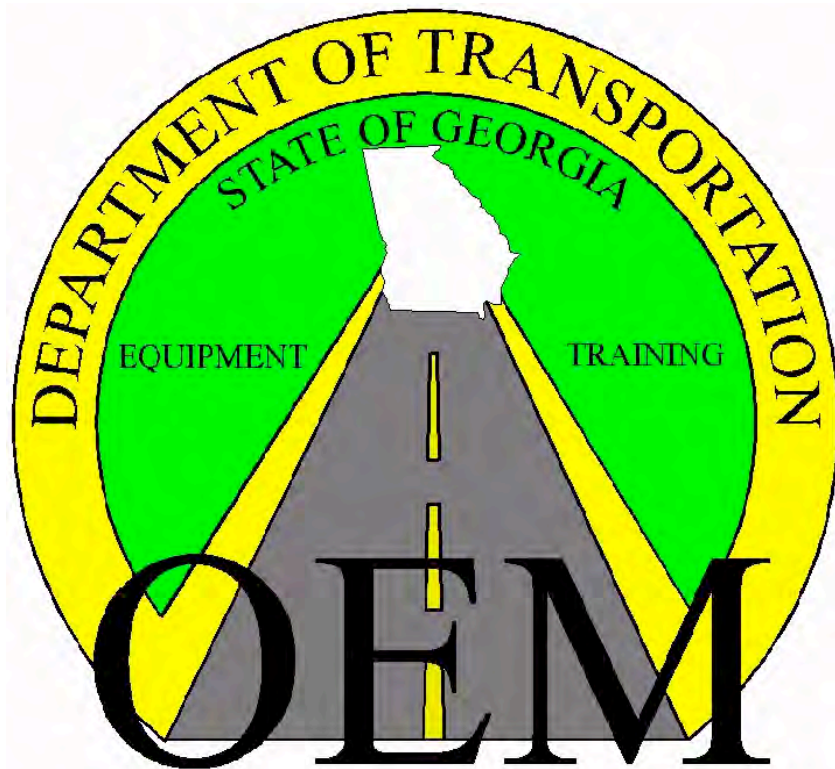
**HISTORY:** Code 1981, § 31-12A-3, enacted by Ga. L. 2005, p. 1184, § 2/SB 90.

Title Note

Chapter Note



# Preventive Maintenance Manual



Office of Equipment Management

**July, 2004  
EDITION**



## REFERENCE – HERO SOP 5.2

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### CHAPTER 3-1

### PREVENTIVE MAINTENANCE MANUAL

#### INTRODUCTION

1. Preventive maintenance (PM) has been defined as: basic service maintenance performed daily, weekly, monthly, etc., to prevent premature equipment failure from lack of grease, oil, coolant, air or minor repair/adjustment. Preventive maintenance is required to ensure the operational ready status of all motor vehicles and equipment. Preventive maintenance will also insure normal equipment life and prevent voidance of the manufacturer's warranty. Since our equipment is classified in a wide range of categories, specific servicing instructions for the different categories are outlined in the manufacturer's owner/operator service manual. Service time periods, maintenance standards, and lubricant specifications for each category of equipment are included in these manuals and should be met during the warranty period of the equipment. Georgia Department of Transportation's (GDOT) service intervals are established in [Chapter 3-3 - Scheduling](#) of the PM Manual.
2. Maintenance of equipment is a major and important task. A vast sum of money has been invested in equipment and it is the task of the maintenance and control staff to keep the fleet operational.
  - A. Maintenance Shop Managers are the most technically knowledgeable to assist with the preventive maintenance program. Maintenance Shop Managers are required to:
    1. Provide technical guidance, when requested, on any item of equipment assigned to the Department.
    2. Provide adequate tools, parts and supplies to properly service equipment.
    3. Ensure a mechanic inspects all assigned equipment which requires a safety inspection at least once a year.
    4. Report evidence of equipment abuse or neglect to the Office of Equipment Management (OEM).
    5. Maintain an adequate stock of GDOT forms, decals and publications required by equipment operators.
    6. Maintain up-to-date service bulletins and trouble shooting guides for use by mechanics and operators.

## REFERENCE – HERO SOP 5.2

- B. Supervisors at each level must exercise strong leadership and direction to subordinate personnel. Supervisors are required to:
1. Ensure operators are properly trained to perform preventive maintenance on assigned equipment.
  2. Ensure the necessary tools, parts and supplies are available for preventive maintenance and servicing of equipment.
  3. Supervise the preventive maintenance and servicing of equipment and insure proper procedures are followed on equipment maintenance.
  4. Ensure drivers and operators have a valid Georgia Driver's License or Georgia Commercial Driver's License (CDL), if required, are properly trained and have a GDOT Equipment Operator's Identification Card on equipment they are trained to drive and operate.
  5. Ensure tools, safety equipment, maintenance headquarters and grounds are properly maintained.
  6. Ensure equipment is cleaned and painted, as required, to improve appearance and prevent corrosion.
  7. Ensure each piece of equipment is assigned to an individual for maintenance responsibility.
  8. Ensure proper records are maintained on equipment in accordance with [Chapter 3-9 - Vehicle/Equipment Records](#), of this Manual.
  9. Ensure all evidence of equipment abuse and/or neglect is reported and that disciplinary action is taken when warranted. Furnish OEM documentation of all disciplinary action taken for equipment abuse.
3. Support for operator maintenance on vehicles will be provided at each service center and fuel distribution point.
- A. Automated fuel centers will provide the following materials for use by operators fueling their vehicle at the facility:
1. Fuel
  2. Water
  3. Compressed air and pressure gauge
  4. Vacuum cleaner
  5. Paper towels

## REFERENCE – HERO SOP 5.2

### CHAPTER 3-2

#### PREVENTIVE MAINTENANCE MANUAL

#### OPERATOR RESPONSIBILITY

1. The equipment operator is the backbone of the preventive maintenance program. The operator is in direct contact with the equipment and knows what is required daily and how much water, oil, air, fuel and grease the equipment uses daily or weekly. It is for this reason the operator is the most logical person to ensure the equipment is serviced properly. All equipment requires servicing (See [Chapter 3-3 - Scheduling](#)). All equipment that is not in use for prolonged periods of time requires some attention during storage (See [Chapter 3-6 - Storage of Seasonal Equipment](#)).
2. The operator (Driver of the vehicle/equipment) is responsible for:
  - A. Fuel
  - B. Oil
  - C. Brake fluid
  - D. Grease
  - E. Hydraulic fluid
  - F. Coolant
  - G. Tire pressure
  - H. All other fluids (Power steering, transmission, differential, etc.)
3. Additionally, the driver/operator will:
  - A. Ensure that the vehicle is clean inside and out
  - B. Check the hoses
  - C. Check the belts
  - D. Check the wiper blades
  - E. Check the tires for abrasion(s) and pressure
  - F. Check the battery
  - G. Check the engine compartment
  - H. Check the windshield, rear glass and side glass for cracks and cleanliness
  - I. Check the brakes
  - J. Check the clutch for free travel (1 to 1-1/2" free travel)
  - K. Check the lights (Including warning lights), if equipped
  - L. Check the horn and, if equipped, backup alarm
  - M. Ensure the vehicle has a canvas cover, when applicable
  - N. Ensure the vehicle has mud flaps, when applicable
  - O. Perform all inspections on vehicles requiring a Georgia Commercial Driver's License (CDL).



## REFERENCE – HERO SOP 5.2

- P. Submit a DOT 9631 to their supervisor or shop not less than 30 days prior to safety inspection sticker expiration date.
4. When discrepancies are discovered, the operator/supervisor will initiate a DOT 9631FA listing the discrepancies. The form will be given to the supervisor who will ensure that the vehicle is scheduled for repair. **When the discrepancy is considered minor, the operator should make the repair if possible.** When the vehicle/equipment is located at a remote job site or away from the major repair shops, the operator or the field mechanic will accomplish minor repairs, when possible.
5. Additionally, the operator will comply with the requirements listed below:
  - A. Use the vehicle only for conducting official business of the GDOT
  - B. Maintain a current valid Georgia Driver's License or Georgia Commercial Driver's License (CDL), if required, and a GDOT Equipment Operator's Identification Card verifying the employee's qualifications
  - C. Operate vehicle in a safe and prudent manner, obeying all traffic laws
  - D. Not leave the engine idling when not in use
  - E. Ensure the vehicle is serviced properly at the prescribed intervals
  - F. Record all repairs and services using the Vehicle Service Folder, DOT FR0150  
(See [Chapter 3-9 - Vehicle/Equipment Records](#))

## REFERENCE – HERO SOP 5.2

### CHAPTER 3-3

#### PREVENTIVE MAINTENANCE MANUAL

#### SCHEDULING

1. The following maintenance schedule is based on the experience of fleet operation, laboratory, and field personnel and is intended as a guide for the operator in establishing a preventive maintenance routine. It is mandatory for the prescribed preventive maintenance schedule be followed as closely as possible in order to obtain the longest life and best performance from GDOT's equipment.
2. Oil changes and servicing of on-road vehicles **within the following guidelines** shall be performed at commercial establishments whenever possible. This service shall include oil, oil filter (only) and lubrication and be charged on the Wright Express fuel card.

“A” and “B” Preventive Maintenance (PM) services shall be performed at the nearest qualified commercial service center not to exceed twenty (20) miles from the assigned work location. Only the "A" and "B" PM service shall be charged on the Wright Express card. "A" and "B" PM services shall be limited to the following dollar amounts:

- Fifty dollars (\$50.00) for automobiles, light duty trucks and vans up to 8,600 pounds gross vehicle weight rating
- Seventy-five dollars (\$75.00) for trucks with a gross vehicle weight rating of 8,600 to 17,500 pounds
- One hundred, fifty dollars (\$150.00) for medium and heavy duty trucks with a gross vehicle weight rating of 17,500 pounds or more

If a vendor can't be found who meets the criteria of accepting the Wright Express fuel card offering prices within the limits set above, or located within 20 miles of the operator's assigned work location, it will be the responsibility of the operator to perform the “A” and “B” PM service. The operator shall obtain oil and filters from the District Shop Warehouse to perform these services.

The "C" PM service shall be performed in-house by Shop or Field Mechanics at a facility equipped with oil recycling drums. GDOT operators should assist the mechanic in performing the "C" PM service whenever possible.

Should a vehicle be equipped with an oil filter(s) not available from the vendor, the filter(s) shall be issued from the District Shop Warehouse as a direct issue on a Warehouse Issue Request, [DOT 3592](#).

## REFERENCE – HERO SOP 5.2

The Preventive Maintenance Manual shall always be referenced for guidance prior to any preventive maintenance related task. Preventive maintenance services shall be entered onto the DOT Vehicle Service Record (FRO 150). Commercial oil changes shall be charged on the vehicle's Wright Express fuel card, not on a VISA purchasing card.

3. Preventive maintenance checks and service of equipment is the responsibility of the operator. Daily and weekly checks and servicing must be incorporated into the daily work routine. A complete servicing of the unit takes considerable time and must be scheduled.

<b>A. DAILY CHECKS:</b>	
1. Dipsticks	Check all components with dipsticks (Engine oil, transmission, rear end, power steering, hydraulic fluids, etc.).
2. Sight Glass	Check all components with sight glass (Axles, hydraulic fluid, etc.).
3. Levels	Check all components which simply require removal of cap (Radiator, coolant reservoir, washer reservoir, power steering, etc.).
4. Mower	Gear Boxes - Check levels and fill as needed.
5. Walk Around	Visually check for leaks at the tank crossover, suction and return lines. The underside of the tanks is susceptible to damage from road hazards; consequently, leaks in this area are best detected by noticing any undue accumulation of fuel under the tanks. Visually check for coolant leaks. Check for undue accumulation of coolant beneath the vehicle during time engine is both running and stopped. Check for leaks around transmission lines, filters, oil lines, seals, rear end seals and gaskets, hydraulic lines, fittings and filters. <b>(Caution: Never use your hand to check for leaks under pressure. Always use a piece of cardboard or something similar.)</b>
6. Radiator	Clean all trash, grass, debris, etc., from in front of radiator on off road equipment. Check for coolant leaks and the condition of the radiator cap. Mowing tractors should be checked several times a day.
7. Lubrication	All tractors, mowers, concrete saws, brooms, sickle mowers, earth moving equipment, and any equipment in the "extreme condition" category must be greased a minimum of once a day. Some pivot points and moving parts must be greased a minimum of twice a day. Refer to your Operator's Manual for specific recommendations.
8. Air Tanks	Drain and leave open overnight if equipped with a drain cock. Periodically drain self-bleeder systems and check for oil in the air system.

## REFERENCE – HERO SOP 5.2

9. Mirrors, Lights, Horn, Backup Alarm, Amber or Strobe Light, if equipped	Must be present and operational.
10. Hour Meters	Must be operational on all equipment with meters. Hour meters must be installed on all vehicles used to run equipment such as arrow/message boards, buffer trucks etc.

### **B. WEEKLY CHECKS:**

1. Oil Bath Air Cleaner	Clean oil and sludge from the cleaner pan. Wash the pan with a nonflammable cleaner and refill to the proper level with the same grade of oil used in the engine.
2. Tire Pressure	Always check tire pressure when tires are cold.
3. Dry Air Filter	Check air filter indicator or light. Replace as required. If there is no indicator or light, air filter must be removed and checked.
4. Brake Fluid Level	Maintain to proper gauge level.
5. Wiring	Check for broken insulation, bare wires and loose, broken or corroded connectors.
6. Welds	Check for broken weld joints.
7. Bolts, Nuts, Screws	Check for breaks and/or looseness.
8. Batteries	For servicing, cleaning methods and jump starting, refer to <a href="#">Chapter 3-4 - Battery Maintenance</a> .
9. Belts and Hoses	Check condition and belt tension.
10. Fuel System	Drain fuel filter petcocks until free of moisture and debris. Check fuel level and fuel system for leaks.

## REFERENCE – HERO SOP 5.2

### 4. Every "C" PM Service Or As Needed Change:

#### A. Belts

#### B. Coolant -Drain, flush and refill the coolant system with a 50% water/50% antifreeze solution.

**Note: All vehicles and equipment with extended life coolants shall be serviced following the manufacturer's recommendation. Whenever extended life coolant systems are serviced, the replacement coolant shall be the type being purchased by GDOT. The service interval will then go to the "C" Service interval.**

### 5. Timing Belts - Timing belts shall be inspected or replaced following the manufacturer's recommendation.

### 6. Other Service Requirements - For requirements not listed in this chapter, such as: hydraulic hoses, hydraulic fluid, rear differential standard transmission fluid, bearing packing, etc., - refer to and follow the manufacturer's recommendations in the Operator's Manual for that particular piece of equipment/vehicle. In the event a manual is not available, request guidance from your Shop Manager.

### 7. Preventive Maintenance Cycle

**1A** - Change Oil, Filter and Lube

**2B** - PM Service "A" and Service Air Filter

**3A** - Change Oil, Filter and Lube

**4B** - PM Service "A" and Service Air Filter

**5A** - Change Oil, Filter and Lube

**6B** - PM Service "A" and Service Air Filter

**7A** - Change Oil, Filter and Lube

**8B** - PM Service "A" and Service Air Filter

**9C** - PM Service "A" and "B", flush coolant system and replace belts if necessary

## REFERENCE – HERO SOP 5.2

### A. Preventive Maintenance Service – Gas

1. PM Service "A" @ 4,000 Miles or 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 8,000 Miles or 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  - Rotate Tires
  
3. PM Service "C" @ 36,000 Miles or 900 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Replace Belts
  - Drain and Flush Cooling System
  - Rotate Tires
  - Service Fuel Filter(s)
  - Service Air Brake Dryer
  - Service Automatic Transmission
  - Service Hydraulic System

## REFERENCE – HERO SOP 5.2

**\*\*\*All over-the-road vehicles which require stationary engine operation, such as aerial lift, basket, bucket and buffer trucks will be completely serviced every 100 hours/4,000 miles.**

### **B. Preventive Maintenance Service – Diesel**

1. PM Service “A” @ 6,000 Miles or 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service “B” @ 12,000 Miles or 400 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  - Rotate Tires
  
3. PM Service "C" @ 54,000 Miles or 1,800 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Replace Belts
  - Drain and Flush Cooling System
  - Rotate Tires
  - Service Coolant Filter(s)
  - Service Fuel Filter(s)
  - Service Air Brake Dryer
  - Service Automatic Transmission
  - Service Hydraulic System

## REFERENCE – HERO SOP 5.2

**\*\*\*All over-the-road vehicles which require stationary engine operation, such as aerial lift, basket, bucket and buffer trucks will be completely serviced every 200 hours/6,000 miles.**

### **C. Preventive Service Maintenance – Air Cooled**

1. PM Service "A" @ 50 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  
3. PM Service "C" @ 450 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Replace Belts
  - Service Fuel Filter(s)
  - Service Hydraulic System



## REFERENCE – HERO SOP 5.2

### **D. Preventive Maintenance Service – Off Road**

1. PM Service "A" @ 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  
3. PM Service "C" @ 900 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Replace Belts
  - Service Coolant Filter(s)
  - Service Fuel Filter(s)
  - Service Hydraulic System

## REFERENCE – HERO SOP 5.2

### **E. Preventive Maintenance Service – Tractor**

1. PM Service "A" @ 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  
3. PM Service "C" @ 900 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Replace Belts
  - Drain and Flush Cooling System
  - Service Coolant Filter(s)
  - Service Fuel Filter(s)
  - Service Hydraulic System

**NOTE: WHEN STORING SEASONAL EQUIPMENT, REFER TO [CHAPTER 3-6 - STORAGE OF SEASONAL EQUIPMENT](#), FOR PROPER SERVICING PROCEDURES.**

## REFERENCE – HERO SOP 5.2

8. Equipment will be sent to the District Shop or a designated facility with an operator to be steam/pressure cleaned as needed and to locate oil or fluid leaks. Care must be taken not to get water into any electrical component, distributor, air intake, etc. which may be damaged by water or steam.
9. Dry Type Air Filters: A clean air filter is essential for peak engine performance. The schedule for replacing dry type air filters is as follows.
  - A. Medium and Heavy Over-the-Road Vehicles:
    - Heavy duty round type single stage filter:
      - Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.
    - Heavy duty round type two stage filter:
      - a. Primary Element:
        - Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.
      - b. Secondary Element:
        - Do not clean. Replace at every other primary filter replacement or as needed.
  - B. Off Road Equipment Except Mowing Tractors:
    - Heavy duty round type single stage filter:
      - Replace when filter indicator is activated. Filters that do not have a restriction indicator will be changed as needed.
    - Heavy duty round type two stage filter:
      - a. Primary Element:
        - Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.
      - b. Secondary Element:
        - Do not clean. Replace every other primary filter replacement or as needed.
  - C. Mowing Tractors:
    - Round type single stage filter:
      - Replace when filter indicator or light is activated. Filters that do not have an indicator or light will be replaced as needed.
    - Round type two stage filters:
      - a. Primary Element:
        - Replace when filter indicator or light is activated. Filters that do not have an indicator or light will be replaced as needed.
      - b. Secondary Element: Do not clean. Replace every other primary filter replacement or as needed.

## REFERENCE – HERO SOP 5.2

**NOTE: PERIODICALLY CHECK EQUIPMENT WITHOUT A FILTER INDICATOR. INSERT A DROPLIGHT INSIDE PRIMARY ELEMENTS AND INSPECT. REPLACE ELEMENT IF RIPS OR TEARS ARE FOUND.**

### CHAPTER 3-4

#### PREVENTIVE MAINTENANCE MANUAL

#### BATTERY MAINTENANCE

The lead-acid storage battery is an electro-chemical device for storing energy in chemical form so that it can be released as electricity. Batteries have a normal life span when properly maintained. A weekly check for water and cleanliness is absolutely necessary. Neglected service will shorten the battery life, increase equipment downtime, increase cost of operation and void the manufacturer's warranty.

Batteries are a safety hazard when caution is not exercised during maintenance or boosting operations. Hydrogen and oxygen gases are present in lead-acid batteries and any spark of flame will ignite these gases causing the battery to explode with great force. Caution must be exercised during servicing and boosting operations.

Water for batteries must be clean drinking water from a municipal source, but not mineral or well water. Normal electrolyte level should be 3/8 to 1/2 inches above the top of the battery plates in batteries with caps. Maintenance free batteries require no fluid check.

Replacement of a battery is a simple task if the proper tools are used and caution is exercised. When removing the old battery, note carefully the location of the positive battery terminal so the new battery can be installed in the same manner in order to avoid the danger of installing in a reversed position. Remove the ground terminal first. Check the battery tray and hold-down for corrosion and clean, if needed, with a mixture of water and baking soda before installation of the new battery. Clean clamp terminals and battery posts. Reconnect the ground cable last when installing the new battery. Apply heavy-bodied mineral grease, petroleum or other protective coating to the terminals after cleaning to reduce corrosion.

When jump-starting a vehicle, the vehicle with the charged battery should not be cranked until your cable hook up is completed. The first cable connection should be from the positive terminal of the dead battery to the positive terminal of the charged battery. The other cable connection should be from the negative post of the charged battery to a good ground on the engine or frame of the vehicle with the dead battery. See [Section 3-4a - Exploding Batteries](#) for additional guidance when jump-starting equipment.

## REFERENCE – HERO SOP 5.2

### SECTION 3-4a

### PREVENTIVE MAINTENANCE MANUAL

### EXPLODING BATTERIES

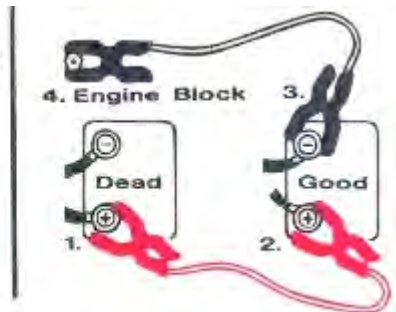
Batteries can and will explode! A few simple precautions will prevent battery explosions. A battery, by itself, will not explode unless a spark or flame has ignited the hydrogen and oxygen gas.

1. Keep sparks, flames and cigarettes away from batteries.
2. Keep charging areas well ventilated.
3. Turn off battery charger before connecting or disconnecting clamps.
4. Keep proper electrolyte level. This means less volume of gas can collect in a full cell.
5. Disconnect ground cable first when removing battery.
6. Be careful not to reverse connections.

**CAUTION: IF FOR ANY REASON, ACID SHOULD CONTACT EYES, SKIN OR CLOTHING, FLUSH IMMEDIATELY WITH LARGE AMOUNTS OF WATER. ALSO, IN CASE OF EYE CONTACT, SEE A PHYSICIAN IMMEDIATELY.**

#### To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- Cars not touching.
- Ignitions off, accessories off, gears in "park" or "neutral", brakes on.
- Attach clamps in order shown, remove in exact opposite order.



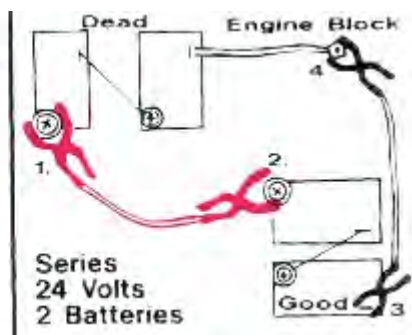
#### Series

24 Volts

2 Batteries

#### To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- VEHICLES NOT TOUCHING**
- Ignitions off, accessories off, gears in "park" or "neutral", brakes on.
- Attach clamps in order shown, remove in exact opposite order.

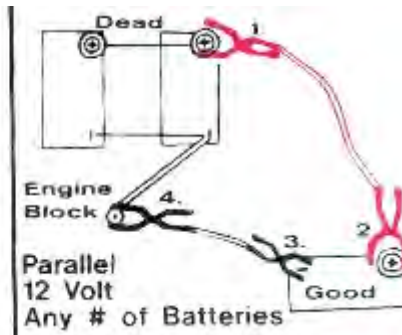


## REFERENCE – HERO SOP 5.2

Parallel  
12 Volts  
Any Number of Batteries

To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- VEHICLES NOT TOUCHING.
- Ignitions off, accessories off, gears in "park" or "neutral" brakes on
- Attach clamps in order shown remove in exact opposite order



## REFERENCE – HERO SOP 5.2

### CHAPTER 3-5

#### PREVENTIVE MAINTENANCE MANUAL

#### TIRE CARE & REPLACEMENT

##### 1. TIRE CARE

- A. Tire pressure on highway vehicles should be maintained to within 90 percent of the maximum recommended pressure as stated on the tire. This will increase mileage and help prevent tire failure. (Refer to owner-operator manual or shop guidelines for proper air pressure for off road equipment.)
- B. Always check tire pressure cold.  
**NOTE: Tires build pressure when hot. Air must not be bled off because of this normal increase. The manufacturer has allowed for this. In addition, never reduce pressure to get a smooth ride.**
- C. Use a reliable tire pressure gauge.
- D. Replace missing valve stem caps. They prevent dirt from getting into the valve stems.
- E. Check front-end components and alignment.  
**NOTE: Report uneven wear or other tire problems immediately.**
- F. Keep tires balanced on lightweight vehicles.
- G. Never run duals that are not comparable in height.
- H. Never mix radial tires and bias tires on the same axle or tandem axles.
- I. Never pump flammable vapors into tires. (Example: "Fix-A-Flat" or other aerosol type tire repair chemicals)  
**NOTE: Locate air compressors in an area away from all gases, fumes, petroleum products and battery charges. DRAIN TANKS WEEKLY. Do not use highly flammable solvents to clean compressor or air screens.**

##### 2. TIRE REPLACEMENT POLICY

- A. Vehicles under 10,000 Gross Vehicle Weight Rating (GVWR):
  - 1. A tire will be replaced when any major tread has only 3/32-inch tread remaining.
- B. Vehicles with GVWR of 10,000 lbs. and above:

## REFERENCE – HERO SOP 5.2

1. A front tire will be replaced when any major tread has only 4/32 inch tread remaining.
  2. A rear tire will be replaced when any major tread has only 2/32 inch tread remaining.
  3. Tires with 4/32 inch tread which have been removed from the front axle may be placed on the rear axle for additional wear before being recapped.
- C. Gauging tire tread wear: Measurements will not be made where wearbars, fillets or sipes are located.
- D. No over the road vehicle shall be operated on a tire with any of the following:
1. Body ply or belt material exposed through the tread or sidewall
  2. Tread or sidewall separation
  3. Cuts or bruises exposing the ply or belt material
  4. Flat tires or tires with audible leaks
- E. No vehicle shall be operated with regrooved, recapped or retreaded tires on the front axle.

**NOTE: THIS APPLIES TO OVER-THE-ROAD (HIGHWAY) VEHICLES ONLY.**

FOR ADDITIONAL INFORMATION ON APPROVED TIRE USE POLICY, REFER TO THE [GDOT COMPREHENSIVE TIRE POLICY](#).

### 3. TIRE SAFETY PRECAUTIONS

- **NEVER** work on an inflated tire and rim assembly.
- **NEVER** re-inflate a tire that has been run flat or seriously under inflated without removing and checking for tire, tube and rim damage.
- **ALWAYS** remove valve core and deflate tire completely before removing from vehicle (Both tires if duals) before loosening mounting bolts.
- **ALWAYS** inspect inside of tire for dirt, liquids, or foreign material and remove before installing a tubeless tire, or a tube in a tube-type tire.
- **ALWAYS** inspect inside of tire for loose cords, cuts, penetrating objects or other damage. Repairable damage should be repaired before installing tube. Tires with unrepairable damage should be discarded.
- **ALWAYS** use new tubes and new flaps in new tube-type tires.



## REFERENCE – HERO SOP 5.2

- **NEVER** use a tube in a casing larger or smaller than that for which the manufacturer designed the tube.
- **ALWAYS** check to be sure tube is clean before installing in tube-type tire.
- **NEVER** install tubes or flaps that have been buckled or creased or damaged beyond repair.
- **ALWAYS** check rim diameter to be sure it exactly matches diameter size molded on tire.
- **NEVER** mix rim parts of different manufacturers unless approved by manufacturer.
- **ALWAYS** clean and inspect used rim parts. Replace worn or damaged parts.
- **ALWAYS** check for proper flange and ring seating.
- **NEVER** attempt to seat rings while tire is totally or partially inflated.
- **ALWAYS** lubricate with approved rubber lubricant.
- **NEVER** use anti-freeze, silicones or petroleum base lubricants.
- **ALWAYS** use specialized tools as recommended by tire suppliers for mounting and demounting of truck tires.
- **ALWAYS** inspect valve cores for proper air retention. Replace damaged or leaky cores.
- **ALWAYS** inflate tires in a safety cage or use a portable safety device. Use extension hose with gauge and clip-on chuck which allows the operator to stand away from the tire during inflation.
- **ALWAYS** inflate tire to recommended cold operating pressure.
- **NEVER** install repaired tubes in tires for front wheel positions.

## REFERENCE – HERO SOP 5.2

### CHAPTER 3-6

#### PREVENTIVE MAINTENANCE MANUAL

#### STORAGE OF SEASONAL EQUIPMENT

Seasonal equipment is defined as "any equipment mainly used during a certain period of the year associated with a particular phase or activity." Some examples of seasonal equipment are mowers, tractors, snowplows, tank trucks, salt spreaders, spray equipment and the trucks used only with such equipment.

During the off-season periods, such equipment is in storage. Equipment should be stored in an equipment shed if possible. While in storage, it will deteriorate from rust or corrosive action if it is not properly prepared for storage. Preparing equipment for storage is a simple process and requires very little time or cost when compared to replacement/repair costs. One or two seasons of neglect may show only minor deterioration while complete deterioration is inevitable after several seasons of neglect.

Seasonal equipment will be properly serviced and treated for corrosion before it is placed in storage, at the assigned location, during off-season periods. Once the equipment has been prepared for storage, no additional oil and filter changes (All filters) are needed until the equipment is placed back in service and the next cycle comes up, i.e. 100 hours.

Seasonal equipment will be prepared for storage as follows:

#### COMPLETE PREVENTIVE MAINTENANCE

Equipment	Clean	Inspection	Repair	Paint	Service
Mowers	x	x	x	As Needed	x
Tractors	x	x	x	As Needed	x
Trucks	x	x	x	As Needed	x
Snow Plows	x	x	x	As Needed	x
Salt Spreaders	x	x	x	As Needed	x
Tank Trucks	x	x	x	As Needed	x
Spray Equipment	x	x	x	As Needed	x

Service includes changing oil, filters, greasing, filling fuel tanks, checking fluid levels and tires. A protective coating of oil/grease on the U-joints is recommended. Salt spreaders and snowplows should be cleaned and coated with a product, such as Lubra-Seal Spreader Encapsulate manufactured by Rhomar Industries, and the hydraulic connections wrapped and protected from

## REFERENCE – HERO SOP 5.2

the weather. All service and protective coating shall be completed within two (2) weeks of last use of the equipment.

A thorough PM Inspection will be performed using DOT 9635. A copy will be given to the Area Mechanic and the District Shop will be notified of any repairs that are needed. Schedule such repairs early to ensure they are completed **PRIOR** to the next season.

**While in storage, the equipment requires periodic running and driving to ensure all moving parts are lubricated. Each month, all engines will be run for approximately 30 minutes (No more than one hour) at 1/3 throttle (Caution: do not idle). The vehicle will then be driven a short distance ensuring the engine reaches the operating temperature range.**

**Just before the equipment is to be used again, remove all batteries, clean and service. Place on a slow charge to bring up to full charge capacity.**

When removing the equipment from storage and placing it back in service, the equipment will be checked to ensure it is serviceable and ready for use.

Seasonal equipment is primarily used on the highway where safety is the primary concern. Equipment which breaks down on the highway places the operator in a dangerous position and could lead to an injury or fatality. The supervisor and operator are responsible to ensure this equipment is in good mechanical condition prior to use.

## REFERENCE – HERO SOP 5.2

### CHAPTER 3-7

#### PREVENTIVE MAINTENANCE MANUAL

#### LUBRICANTS & COOLANTS

##### Lubricants

One of the most important parts of the preventive maintenance process is to use the right lubricants. The manufacturer of the equipment furnishes a Service Manual with each piece of equipment purchased. The Service Manual specifies the type, viscosity and grade of the lubricants that are required for servicing the equipment. **Stay within these guidelines.** Using the wrong oil in any equipment will accelerate wear since oil and heavier lubricants are designed for a specific application. Lubricants that are too thin or too thick will not provide the necessary protection.

##### Coolants

GDOT requires a year round mixture of antifreeze and water. Never run a vehicle with 100% antifreeze as it will freeze at -8 degrees. Use the following guidelines when testing or installing antifreeze. In all water-cooled engines, install antifreeze to protect the engine from 0 degrees Fahrenheit to -34 degrees Fahrenheit targeted at -20 degrees Fahrenheit. Do not drain the antifreeze that is in the engines now to arrive at these temperatures. Let it occur through attrition. When it is necessary to replace all the coolant, replace with 50% water and 50% antifreeze. (Reference [Chapter 3-3, Section 4.](#)) **Mechanics will test the acidity level in all medium/heavy duty diesel engines which have coolant conditioner filters at the annual safety inspection and each time the cooling system is serviced.** Mechanics will use a test kit with acidity test strips to test acidity level.

## CHAPTER 3-8

### PREVENTIVE MAINTENANCE MANUAL

#### INSPECTIONS

##### 1. GEORGIA MOTOR VEHICLE EMISSION INSPECTION

Currently, gasoline powered cars and light trucks (Up to 8,500 lbs Gross Vehicle Weight Rating) that are between three (3) and twenty-four (24) model years old and registered in the following counties require an emission inspection: Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Paulding, and Rockdale. The three (3) most recent model years are exempt from emission inspections.

For further information on Vehicle Emission Testing, please refer to the [Georgia Clean Air Force](#) web site.

Even though all GDOT vehicles are registered in Fulton County, any GDOT vehicle that is permanently stationed outside of the thirteen county non-attainment area previously mentioned does not require an emission inspection and is waived from this requirement by the Clean Air Force. Waiver applications can be obtained by contacting the State Motor Vehicle Emissions Coordinator, 3201 Atlanta Industrial Parkway, Building 200, Atlanta, GA, 30331, or by phone at (404) 699-4380.

##### 2. SAFETY INSPECTION

At least one time each year a safety inspection will be performed on each piece of GDOT equipment, except equipment listed in [Section 4](#) of this chapter. **The only people authorized to conduct a safety inspection and update a safety sticker are shop and field mechanics.** A [DOT 9635](#) will be used to record the safety inspection. A copy of each DOT 9635 used for a safety inspection will be forwarded to the Office of Equipment Management's (OEM) - Preventive Maintenance (PM) Section (See the [Guide Book to DOT Form 9635](#) for more information).

##### 3. PREVENTIVE MAINTENANCE INSPECTION

**A PM inspection may be performed by anyone at anytime.** A DOT 9635 will be used to record a PM inspection. A copy of the DOT 9635 used to record a PM inspection will be forwarded to the PM Section of OEM **only** when neglect or abuse is found (See the [Guide Book to DOT 9635](#) for more information).

##### 4. ANNUAL SAFETY INSPECTION EXCEPTIONS

All GDOT numbered equipment is required to have an Annual Safety Inspection with the following exceptions:

## REFERENCE – HERO SOP 5.2

<b>DOT PREFIX</b>	<b>DESCRIPTION</b>
005	Broom Attachments
010	Asphalt Tank
012	Mud Jack
015	Ripper
023	Snow Plow
028	Welder, non-trailer mounted (only)
029	Water Pump
037	Conveyor
044	Concrete Saw, small
045	Concrete Saw, large
052	Walking Striper
061	Pulvi-Mixer
065	Asphalt Plant
066	Motor Paver
069	Pugmill
071	Generator
075	Slot Cutter
076	Paving Breaker
077	Cement Gun
080	Outboard Motor
082	Tailgate Spreader
083	Hopper Spreader
085	Weed Sprayer, large slide in style
086	Weed Sprayer, small skid mounted style
097	Pile Driver
098	Marsh Buggy
099	Hot Oil Heater
101	Concrete Batch Plant
103	Agriculture Spreader
104	Seeder/Tiller
105	Boat
107	Traffic Line Remover
116	Automatic Curb Paver
120	Bitumen Machine, push type
122	Epoxy Dispenser
130	Steel Wheel Roller, small
475	Auxiliary Fuel Tanks

## REFERENCE – HERO SOP 5.2

### 5. AERIAL LIFT EQUIPMENT

- A. Insulated boom bucket trucks shall be Dielectric tested and certified annually. Test items shall include insulated booms, boom inserts, buckets and bucket liners. The test shall meet ANSI A-92.2 requirements for the design voltage of the unit. A sticker with the testing company name, date tested and test data shall be attached to the dashboard of the truck
  
- B. Inspection of all truck mounted aerial lift equipment shall be performed annually by trained shop personnel. Inspections shall be performed at the time of the safety inspections. Bucket trucks and basket trucks are to be inspected using inspection form [DOT 9636](#); which will be retained in the shop work order file. Any defects discovered during the inspection shall be repaired prior to the release of the unit. A FleetAnywhere work order shall be initiated for this inspection and coded "O" for aerial inspection.

### CHAPTER 3-9

#### PREVENTIVE MAINTENANCE MANUAL

#### VEHICLE/EQUIPMENT RECORDS

Vehicle and maintenance records are an essential and necessary part of vehicle fleet management. These records provide the critical data in support of cost analysis, operational cost and equipment replacement cost. The cost data provides management with information required in preparation of the annual budget and when preparing cost analysis for new projects. The same data bank is used when new equipment is procured. In support of the data bank, GDOT has developed several forms and records to collect and store the data. The forms that are in use today are Forms DOT 9497, DOT 9631, FRO150, and DOT 9635. These forms will be initiated and maintained as follows:

##### **Form DOT 9497 - Monthly Usage Report**

This will be initiated by the vehicle operator monthly to show vehicle utilization.  
(See [Section 3-9a](#))

##### **Form DOT 9631FA - Motor Vehicle Defect Report**

This will be initiated by any operator who discovers a vehicle defect that requires repairs by a shop or field mechanic. This is a three-part form. The white copy is to be kept in the vehicle service record until the operator receives the pink copy. The white copy is to verify what repairs have been requested. The yellow and pink copy will be sent to the shop/mechanic with the piece of equipment/vehicle.  
(See [Section 3-9b](#))

When the equipment/vehicle is picked up from the shop/mechanic, the pink copy of the DOT 9631FA will be picked up also. The pink copy is given to the operator to enter those repairs that have been completed on the equipment/vehicle in the service record. Once these repairs have been entered in the service record, the pink copy will be filed in the equipment/vehicle file and the white copy will be destroyed.

##### **Form FRO150 - Vehicle Service Record (Yellow Folder)**

the service record will be maintained for all vehicles/equipment. It is the responsibility of the operator. On this yellow folder, record all repair or replacement of major components (Transmission, brakes, engine, etc.), oil changes, filter replacements and scheduled lubrication, and anything done to the vehicle of historical value (Tune-ups, tires, new batteries, etc.). **Do not** record daily or weekly checks. Make minor corrections (Adding to fluid levels, cleaning batteries, replacing bulbs, etc.), but do not record them on the Vehicle Service Record (FRO150). This service record will be kept in all over-the-road vehicles. Off road equipment service records will be kept filed at the headquarters with the equipment or with the Foreman.  
(See [Section 3-9c](#))



## REFERENCE – HERO SOP 5.2

### **Form DOT 9635 - Preventive Maintenance & Safety Inspection**

This is used to record equipment PM & Safety Inspections. Shop and field mechanics will use Form DOT 9635 to record safety inspections. (A safety inspection will be performed on most GDOT equipment at least one time each year. See [Chapter 3-8 - Inspections](#) for exemptions.) Mechanics will record the safety inspection expiration date, antifreeze protection level and coolant acidity level to the top right side of the DOT 9635.

Anyone can, at anytime, use this form to record a PM inspection. When used for a PM inspection, a copy will **only** be furnished to OEM, if abuse or neglect is found. (See [Section 3-9d](#)) For guidance on how to inspect a piece of equipment for PM and safety, see the [Guide Book to DOT 9635](#).

## **REFERENCE – HERO SOP 5.2**

**SECTION 3-9a**

**PREVENTIVE MAINTENANCE MANUAL**

**MONTHLY USAGE REPORT**

[Click here for a printable version of the Monthly Usage Report, DOT 9497](#)





## **REFERENCE – HERO SOP 5.2**

### **SECTION 3-9d**

#### **PREVENTIVE MAINTENANCE MANUAL**

#### **PREVENTIVE MAINTENANCE AND SAFETY INSPECTION**

[Click here for a printable version of the Preventive Maintenance and Safety Inspection, DOT 9635](#)

**CHAPTER 3-10**

**PREVENTIVE MAINTENANCE MANUAL**

**PRINCIPLES OF SAFE DRIVING**

1. The basis of "professional driving" centers on good driving practices and habits. These good practices are safely combined with common road courtesy. The experienced driver can handle a vehicle under adverse conditions and react in a proper manner whether maneuvering the vehicle out of trouble or meeting the public. Experience is a teacher of correct reactions, but a "properly trained" driver can be taught to react the same as the experienced driver.
2. Driving is a thinking act. The following safety practices must become safety habits.
  - A. Complete concentration is a must - whether driving on the highways or checking your vehicle. Keep your eyes on the road ahead but glance in your rear mirror at the traffic behind you. Stay alert! Look ahead (physically and mentally) to avoid hazardous situations.
  - B. Driving is a physical act that involves thinking. Do not speed! Drive at safe speeds for the conditions around you--the weather, traffic, time of day, type of highway and visibility. Regardless of the posted speed limits, slow down when conditions call for lesser speeds. Be smart!
  - C. The speed limit shall be observed at all times. Do not tailgate! When you change lanes, check the traffic behind you and beside you. When you turn off one highway or street onto another, know what vehicles and foot traffic are near you. Before backing your vehicle, you must check making sure everything is clear. If necessary use a spotter to assist in backing up.
  - D. Watch the vehicles ahead, beside and behind your vehicle for any erratic or dangerous move by another driver that could cause a hazardous situation.
  - E. Be alert! Be courteous! Be smart! Be safe!
3. Good driving habits can increase lower operating costs. Poor driving habits can directly affect your vehicle's performance and fuel consumption. You can help stretch operating costs by developing better driving habits:
  - A. When starting off, accelerate gently. By accelerating slowly, you will need less power and fuel. Sudden bursts of speed are the main causes of fuel consumption.

## REFERENCE – HERO SOP 5.2

- B. If you drive at a moderate speed, between 35 and 55 MPH, you will decrease fuel consumption.
  - C. Try to maintain a steady pace when driving by avoiding unnecessary acceleration or braking to give your vehicle maximum fuel economy.
  - D. Shut off engine when vehicle is not in operation.
  - E. The smallest size vehicle should be used to accomplish the job.
  - F. Tire pressure should be maintained to within 90 percent of the maximum recommended pressure on the tire. This will increase mileage and help prevent tire failure.
  - G. Tune the engine following the manufacturer's specifications for best efficiency.
  - H. Eliminate all unnecessary weight.
  - I. Check the following items before driving an unfamiliar vehicle: brakes, steering, horn, signal lights, backup alarms, etc.
4. When exiting a vehicle, turn off the engine, apply the parking brake, put transmission in reverse, first gear or park position. When on an incline, use a chock block for vehicles with dual wheels. Vehicles with defective parking brakes shall be repaired immediately.



## REFERENCE – HERO SOP 5.2

### CHAPTER 3-11

#### PREVENTIVE MAINTENANCE MANUAL

#### GUIDE BOOK TO DOT FORM 9635

##### INSTRUCTIONS

This guide is to be used in conjunction with form [DOT 9635](#) - PM and Safety Inspection Form. This guide must be followed to do a complete and thorough PM or Safety Inspection.

##### FORM DOT 9635 HEADING

The word "Safety" will be circled when a safety inspection is performed.

The letters "PM" will be circled when a preventive maintenance inspection is performed.

All information required in the Heading should be furnished.

##### SAFETY INSPECTION

Safety Inspections must be performed on most GDOT equipment at least once a year. See [Item #4 of Chapter 3-8 - Inspections](#) of this Manual, for items exempted from safety inspections.

**Safety Inspections must be performed by a shop or field mechanic.**

All items on the DOT 9635 must be checked. Special attention will be given to the items marked with an asterisk (\*).

All safety repairs must be made in order to update the safety sticker.

##### PREVENTIVE MAINTENANCE INSPECTION

A Preventive Maintenance Inspection may be performed by anyone at any time.

A Preventive Maintenance Inspection does not necessarily have to include all the asterisk (\*) items on the DOT 9635, although it is not prohibited.

##### REMARKS COLUMN

Each discrepancy found will be explained in the remarks column.

##### FORM CLOSURE

Equipment abuse and equipment neglect will be marked **NO** or **YES**. The neglect column will be marked **YES** if the safety sticker has expired. A **YES** condition will be explained in the inspector's remarks section.

The inspector will always sign the completed DOT 9635. If available, the operator will sign the form also. The appropriate block will be marked for the vehicle's condition.



## REFERENCE – HERO SOP 5.2

### **EQUIPMENT DOWN**

The equipment down column in this guide is as specific as possible but is in no way conclusive. When in doubt, the inspector should consult the Maintenance Shop Manager or District Safety Officer.

## REFERENCE – HERO SOP 5.2

### WORDS & TERMS

**Neglect:** Evidence that a piece of equipment has not been maintained or cared for properly.

**Abuse:** Neglecting to maintain and care for a piece of equipment or misusing it to the extent that damage will occur.

#### **Fluid Leaks:**

**CLASS I:** Seepage of fluid (As indicated by dampness) not sufficient enough to form drops.

**CLASS II:** Leakage of fluid sufficient enough to cause wetness, but not enough to drip from item being checked/inspected.

Leakage of fluid sufficient enough to drip and form pools of liquid from the item being checked/inspected.

## REFERENCE – HERO SOP 5.2

Item to be Inspected and Procedures (Check for and have repaired, filled or adjusted as needed)	Equipment Is Down/Not Ready If:
<p><b><u>1. INSPECTION ITEMS</u></b>            Check for emission control sticker or exemption (See <a href="#">Chapter 3-8 - Inspections</a> in the PM Manual), current GDOT safety sticker, and the vehicle service records (See <a href="#">Chapter 3-9 – Vehicle/Equipment Records</a> in the PM Manual).</p>	
<p><b><u>2. UNDER-THE-HOOD FLUIDS/FILTERS</u></b>            Check fluids (Oil, automatic transmission, steering, coolant, clutch and brake master cylinders, etc.) and filters (Air, oil bath, fuel, oil, automatic transmission, etc.) for service in accordance with <a href="#">Chapter 3-3 - Scheduling</a> in the PM Manual. (Refer to manufacturer's recommendation for items not included in Chapter 3-3 - Scheduling.)</p>	<ol style="list-style-type: none"> <li>1. Any fluid does not register on stick or is low enough below proper level to cause damage.</li> <li>2. Any gasoline leak.</li> <li>3. Any brake fluid leak.</li> <li>4. A dry or near empty master cylinder.</li> <li>5. Class III leak in other systems.</li> </ol>
<p><b><u>3. COOLING SYSTEM</u></b>            Check all belts, hoses, radiator, water pump, etc., for leaks, frays, cracks, serviceability and timely service in accordance with <a href="#">Chapter 3-3 - Scheduling</a> in the PM Manual. Coolant filters will be tested and hoses will be inspected for replacement condition by the mechanic performing the annual safety inspection.</p>	<ol style="list-style-type: none"> <li>1. Class III coolant leak.</li> </ol>
<p><b><u>4. ELECTRICAL SYSTEM</u></b>            Inspect alternator, generator, batteries (Water level), starter, wiring, terminals, etc. for cleanliness, security of mounting and/or damage.</p>	<ol style="list-style-type: none"> <li>1. Battery hold down is missing.</li> <li>2. Battery terminals are excessively corroded.</li> </ol>
<p><b><u>5. ENGINE</u></b>            Check for damage to external engine components, lines, connections, fittings and mounts. Check for leakage and excessive oil consumption. Listen for any abnormal noise in bearings, wrist pins, tune-up area, etc.</p>	<ol style="list-style-type: none"> <li>1. Any Class III leak.</li> <li>2. Engine cut off inoperative/ cannot be shut down from driver's compartment.</li> </ol>
<p><b><u>6. FUEL SYSTEM</u></b>            Check carburetor, fuel pump, injector, lines, connections and fittings for leaks or damage.</p>	<ol style="list-style-type: none"> <li>1. Any gasoline leak.</li> <li>2. Any Class III diesel leak.</li> </ol>

## REFERENCE – HERO SOP 5.2

<p><b>7. <u>EXHAUST SYSTEM</u></b> Look and listen to entire exhaust system for leaks, rusted or missing components.</p>	<ol style="list-style-type: none"> <li>1. End of exhaust system does not extend 4" beyond or outward from the cab/passenger compartment.</li> <li>2. Fumes are detected in driver/passenger compartment or leak severe enough to cause further damage to vehicle. Example: Valves</li> </ol>
<p><b>8. <u>FRONT END/STEERING</u></b> Check axle, vents, ball joints, bushings, drag links, hoses, kingpins, pittman arm, power steering pump, tie rod ends, fluid, alignment, etc.</p>	<ol style="list-style-type: none"> <li>1. Steering shimmy, vehicle drifts or excessive free travel.</li> <li>2. Fluid is low enough below proper level to cause damage.</li> <li>3. Any Class III leak.</li> </ol>
<p><b>9. <u>BRAKES</u></b> Check air compressor/tanks, booster, drum/rotor, master cylinder and cap, wheel cylinders, shoes, pads, parking brakes (Check in reverse and second gear with engine at idle), lines, etc. Inspect at least one right rear brake assembly on highway vehicles. New vehicles with less than 20,000 miles are exempted from this inspection, unless a brake problem is suspected.</p>	<ol style="list-style-type: none"> <li>1. Any brake fluid leak.</li> <li>2. Any defective brake pedal action.</li> <li>3. Parking brake will not kill engine in reverse or second gear or hold in automatic drive.</li> <li>4. Any audible air leak in brake system.</li> <li>5. On tractors, more than 1/2" distance between pedal activation.</li> </ol>
<p><b>10. <u>LIGHTS</u></b> Check strobe, sequential flashers, turn signals, brake lights, back-up lights, clearance lights, fixtures, wiring, etc. for condition and visibility.</p>	<p><u>Highway Equipment:</u></p> <ol style="list-style-type: none"> <li>1. Brake lights or turn signals are inoperative (Note: Hand signals may be used on lightweight vehicles to transport to a repair facility.)</li> </ol> <p><u>Mowing Tractors:</u></p> <ol style="list-style-type: none"> <li>1. Must have strobe lights during operation.</li> <li>2. Headlights inoperative (On applicable vehicles) are limited to daylight usage.</li> </ol>
<p><b>11. <u>BODY</u></b> Check for scratches, dents, visible damage or abrasions. Inspect doors, body seals, glass, windows, mirrors, hardware, welds, etc., for condition and serviceability.</p>	<ol style="list-style-type: none"> <li>1. Broken welds in strategic areas. (dump truck safety props, Rollover Protection Structure (R.O.P.S.), frame members, etc.)</li> <li>2. Any windshield damage that obstructs a driver's view.</li> <li>3. Either side mirror broken or missing on vehicles where the rear and side views are totally dependent on said mirrors.</li> <li>4. Fender mounted spot mirrors missing from right side of tandem axle vehicles.</li> </ol>
<p><b>12. <u>FRONT ATTACHMENTS</u></b> Check broom, bucket, blades, forks, loaders, plows, etc., for condition and serviceability.</p>	<ol style="list-style-type: none"> <li>1. Blade wear severe enough to cause damage to bucket.</li> </ol>

## REFERENCE – HERO SOP 5.2

<p><b>13. <u>REAR ATTACHMENTS</u></b> Check augers, backhoes, booms, buckets, cranes, hooks, hitches, spreaders, rear mounted baskets etc., for condition and serviceability. Also check lights if applicable.</p>	<p>1. Blade wear severe enough to cause damage to bucket.</p>
<p><b>14. <u>HYDRAULIC SYSTEM</u></b> Check couplings, cylinders, filters, fittings, hoses, motors, lines, pumps, fluid, etc., for condition and serviceability.</p>	<p>1. Any Class III hydraulic leak. 2. Fluid is low enough below proper level to cause damage.</p>
<p><b>15. <u>MISCELLANEOUS</u></b> Check cables, chains, hooks, gauges, grease fittings, hour meters, speedometers and tachometers for condition and serviceability.</p>	<p>1. Oil pressure gauge is inoperative. 2. Temperature gauge is inoperative.</p>
<p><b>16. <u>CLUTCH</u></b> Check entire clutch assembly for slipping, grabbing or chattering. Check for proper free travel.</p>	<p>1. Transmission shifting affected by clutch condition. 2. No clutch free travel.</p>
<p><b>17. <u>TRANSMISSION</u></b> Check entire transmission assembly, fluid, P.T.O. components, bushings, shift mechanism and vents for damage, leaks, noises or difficulty in changing gears.</p>	<p>1. Class III leak. 2. Fluid is low enough below proper level to cause damage.</p>
<p><b>18. <u>REAR AXLE</u></b> Check all rear axle components, vents, gaskets, seals and fluids.</p>	<p>1. Class III leak. 2. Fluid is low enough below proper level to cause damage.</p>
<p><b>19. <u>SPRINGS, SUSPENSION</u></b> Check shackles, shocks, springs, torsion bar, etc.</p>	<p>1. Any adverse effect on vehicle control. (Example: Swaying, etc.)</p>
<p><b>20. <u>DRIVE SHAFTS</u></b> Check hanger, bearings, shaft, yoke, U-Joints, etc.</p>	<p>1. Any defective U-Joint.</p>
<p><b>21. <u>CRANES/GRADERS</u></b> In addition to items 1-20 as applicable, check boom, circle, carrier, blade, rigging, tandem and gear box lube.</p>	<p>1. <b><u>Graders:</u></b> Blade wear severe enough to cause damage to mold board. 2. <b><u>Cranes:</u></b> Missing lacing, cracked welds or braces, bends, kinks or corrosion that affect the boom's structural integrity (If in doubt, contact the District Safety Officer). 3. Lube is low enough below proper level to cause damage. 4. Any Class III leak.</p>
<p><b>22. <u>MOWERS</u></b> In addition to items 1-20 as applicable, check blades, gear boxes, deck, chains, hardware, etc.</p>	<p>1. Gear lube is low enough below proper level to cause damage. 2. Any Class III leak.</p>

## REFERENCE – HERO SOP 5.2

<p><b>23. TRACKS</b> Check bearings, chain link, drive sprockets, idler, rollers, shoes, etc.</p>	
<p><b>24. ROAD TEST</b> Check: Steering feel Shifting ease Brake feel Engine Operation Heater &amp; Air Conditioner Etc.</p>	<ol style="list-style-type: none"><li>1. See Item #8 - <a href="#">End/Steering</a>.</li><li>2. See Items #16 &amp; #17 - <a href="#">Clutch &amp; Transmission</a>.</li><li>3. See Item #9 - <a href="#">Brakes</a></li><li>4. See Item #5 - <a href="#">Engine</a></li></ol>
<p><b>25. ADDITIONAL SAFETY CHECKS</b> Check back-up alarm, wiper blades, dump body, safety prop, slow moving vehicle emblem, seat belts, tire tread wear, severe tire damage, flags, horn, fire extinguisher, lug nuts, reflective tape as applicable and any other required safety related item, to include all CDL required items.</p>	<p>Equipment requiring back-up alarms in accordance with TOPPS Policy <a href="#">7180-4</a>, will be <b>DOWNED</b> if not installed or repaired the same day that the alarm is found missing or becomes inoperative. If the equipment must be operated or moved before repairs or installation can be made, a spotter must be used.</p> <ol style="list-style-type: none"><li>2. Defective or missing seat belts (Highway vehicles/equipment with R.O.P.S).</li><li>3. Only 2/32" tread wear in a major groove.</li><li>4. Severely damaged tire (See <a href="#">Item #2 – Tire Replacement Policy of Chapter 3-5 – Tire Care &amp; Replacement</a>).</li><li>5. Any lug nuts missing.</li><li>6. Conspicuity/Reflective tape is missing from applicable equipment.</li><li>7. Horn is inoperative on highway equipment.</li><li>8. Missing warning triangles, fire extinguishers and/or spare fuses from equipment requiring CDL.</li></ol>
<p><b>26. TIRE PRESSURE</b> Tire pressure on highway vehicles should be maintained to within 90 percent of the maximum recommended pressure on the tire.</p>	

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	5	Equipment Operations & Maintenance	Page 1 of 3
Article	3	Air Compressor	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

I. PURPOSE: To establish guidelines for the operation and maintenance of the vehicle mounted air compressor.

II. GENERAL: Each Incident Response Vehicle is equipped with an air compressor. This device is designed to operate air tools, as well as, assist the HERO operators when changing tires, to remove lug nuts and inflating flat or under inflated tires.

III. RESPONSIBILITY: It is the responsibility of each HERO operator to know how to properly operate this equipment, as well as, how to maintain this device, in accordance which the manufactures recommendations and the Department's Preventive Maintenance Manual.

IV. POLICY:

- Power Take Off (**PTO**) must be engaged before operating the air compressor. (PTO located on the console of Incident Response Vehicle).
- The PTO is equipped with a small **RED** warning light that comes **ON** when the PTO is properly engaged.

Section	5	Equipment Operations & Maintenance	Page 2 of 3
Article	3	Air Compressor	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

## V. PROCEDURES:

### *To operate Air Compressor:*

- Engage PTO
- Select appropriate air tool for the task at hand
- Connect air tool to air supply hose  
(Located at the front and/or rear of the Incident Response Vehicle)
- Begin work
- When task is completed, disconnect air tools
- Re-track/return air hose
- Return tools to equipment storage bays
- Disengage PTO

### *Air Compressor Maintenance:*

- “Drain and leave open overnight, if equipped with a drain cock. Periodically drain self-bleeder system and check for oil in air system.”  
(Office of Equipment Management, Preventive Maintenance Manual, Chapter Three – Scheduling, Page 3-2, Item # 8)
- Inspect connecting air hoses and air tools for wear and damage.
- Notify your shift supervisor if damage is found.



Section	5	Equipment Operations & Maintenance	Page 3 of 3
Article	3	Air Compressor	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
Mike Hendon, URS	09/2007	Updated Preventive Maintenance Manual Chapter 3 Scheduling, Page 3-2, Item# 8

## Reference HERO SOP 5.3

<b>A. DAILY CHECKS:</b>	
1. Dipsticks	Check all components with dipsticks (Engine oil, transmission, rear end, power steering, hydraulic fluids, etc.).
2. Sight Glass	Check all components with sight glass (Axles, hydraulic fluid, etc.).
3. Levels	Check all components which simply require removal of cap (Radiator, coolant reservoir, washer reservoir, power steering, etc.).
4. Mower	Gear Boxes - Check levels and fill as needed.
5. Walk Around	Visually check for leaks at the tank crossover, suction and return lines. The underside of the tanks is susceptible to damage from road hazards; consequently, leaks in this area are best detected by noticing any undue accumulation of fuel under the tanks. Visually check for coolant leaks. Check for undue accumulation of coolant beneath the vehicle during time engine is both running and stopped. Check for leaks around transmission lines, filters, oil lines, seals, rear end seals and gaskets, hydraulic lines, fittings and filters. <b>(Caution: Never use your hand to check for leaks under pressure. Always use a piece of cardboard or something similar.)</b>
6. Radiator	Clean all trash, grass, debris, etc., from in front of radiator on off road equipment. Check for coolant leaks and the condition of the radiator cap. Mowing tractors should be checked several times a day.
7. Lubrication	All tractors, mowers, concrete saws, brooms, sickle mowers, earth moving equipment, and any equipment in the "extreme condition" category must be greased a minimum of once a day. Some pivot points and moving parts must be greased a minimum of twice a day. Refer to your Operator's Manual for specific recommendations.
8. <b>Air Tanks</b>	Drain and leave open overnight if equipped with a drain cock. Periodically drain self-bleeder systems and check for oil in the air system.
9. Mirrors, Lights, Horn, Backup Alarm, Amber or Strobe Light, if equipped	Must be present and operational.
10. Hour Meters	Must be operational on all equipment with meters. Hour meters must be installed on all vehicles used to run equipment such as arrow/message boards, buffer trucks etc.

Georgia Department of Transportation  
H.E.R.O. UNIT  
Standard Operating Procedures

Section	5	Equipment Operations & Maintenance	Page 1 of 3
Article	4	Transfer Fuel Tank	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

- I. PURPOSE: To establish guidelines for the operation and maintenance of the transfer fuel tank.
- II. GENERAL: Selected incident response vehicles are equipped with the transfer fuel tank. This device makes it possible for the HERO Unit to transfer a potentially hazardous material (diesel fuel) from a tractor trailer, involved in a vehicle accident, to a holding tank located in the rear compartment of the HERO vehicle.
- III. RESPONSIBILITY: It is the responsibility of each HERO operator to know the operating procedures for using this device, as well as, the required maintenance.
- IV. POLICY:
- The transfer fuel tank is designed for the recovery of diesel fuel **ONLY**, **never gasoline**.
  - The Power Take Off (**PTO**) must be engaged before operating the transfer fuel tank. (PTO is located on the console of the Incident Response Vehicle).
  - The PTO is equipped with a small **RED** warning light that comes **ON** when the PTO is properly engaged.

Section	5	Equipment Operations & Maintenance	Page 2 of 3
Article	4	Transfer Fuel Tank	
Originated by	Incident Management Manager / Assistant Manager		
Date Written	February 06, 2003		
Date Issued	February 06, 2003		

## V. PROCEDURES:

*To operate Transfer Fuel Tank:*

- Engage PTO
- Connect air hose to compressor
- Remove Cap from Recovery Tank
- Remove Hose Cap
- Connect nozzle to hose
- Place nozzle/hose into saddle tank of tractor trailer
- Turn transfer switch to the **LEFT/ "Fill Tank"**
- When siphoning is completed, turn the transfer switch to the **"OFF"** position, straight up.
- Disconnect the nozzle from the hose, hose from the compressor, replace equipment and transport material to the HERO headquarters to the dumping tank.
- To pump the fuel from the recovery tank into the dumping tank to await disposal, follow the same procedures except, turn the transfer switch to the **RIGHT/ "Empty Tank"**.

Section	5	Equipment Operations & Maintenance	Page 3 of 3
Article	4	Transfer Fuel Tank	
Originated by		Incident Management Manager / Assistant Manager	
Date Written		February 06, 2003	
Date Issued		February 06, 2003	

V. PROCEDURES cont:

*Maintenance of Transfer Fuel Tanks:*

- The only manufactures recommendation for maintenance of this device is, that all transferred fuel be removed from the recovery tank, as **quickly and completely** as possible.

VI. REVISION LOG:

<i><b>NAME</b></i>	<i><b>DATE OF REVISION</b></i>	<i><b>SUMMARY OF REVISION</b></i>
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Georgia Department of Transportation  
H.E.R.O. Unit  
**Standard Operating Procedures**  
**Review & Acknowledgement Form**

*Please check (✓) each SOP after reviewing AND sign & date at bottom of form*

- |   |  |
|---|--|
| <input type="checkbox"/> 1.1 – Introduction to HERO SOPs              | <input type="checkbox"/> 3.8 - Vehicle Towing & Recovery                     |
| <input type="checkbox"/> 2.1 - Leave Policy                           | <input type="checkbox"/> 3.9 - Motorist-Aid Protocol                         |
| <input type="checkbox"/> 2.2 – Tips & Gratuities                      | <input type="checkbox"/> 3.10 – Warning Lights/Arrow Board Protocol          |
| <input type="checkbox"/> 2.3 – Shift Operations, Meals & Breaks       | <input type="checkbox"/> 3.11 – Protocol for Responding to Incidents         |
| <input type="checkbox"/> 2.4 – Work Shift and Patrol Route Rotation   | <input type="checkbox"/> 3.12 – Relocating Disabled & Abandoned Vehicles     |
| <input type="checkbox"/> 2.5 – Uniforms and Personal Appearance       | <input type="checkbox"/> 3.13 – Communications with the TMC                  |
| <input type="checkbox"/> 2.6 – Selection Process for Special Events   | <input type="checkbox"/> 3.14 - Traffic Control Protocol                     |
| <input type="checkbox"/> 2.7 - Participation at Funeral Services      | <input type="checkbox"/> 4.1 - Employee Personal Safety                      |
| <input type="checkbox"/> 3.1 - Duties of a HERO Operator              | <input type="checkbox"/> 4.2 - Commercial Drivers License                    |
| <input type="checkbox"/> 3.2 - Use of the Public Address/Siren System | <input type="checkbox"/> 4.3 - Incident Protocol – Medical Assistance        |
| <input type="checkbox"/> 3.3 – Cellular Telephone Usage               | <input type="checkbox"/> 4.4 - Protocol for Blood borne Pathogens            |
| <input type="checkbox"/> 3.4 – Transporting Motorist/Pedestrian       | <input type="checkbox"/> 4.5 - Incident Protocol – Hazardous Materials       |
| <input type="checkbox"/> 3.5 – Leaving & Entering the Travel Lanes    | <input type="checkbox"/> 5.1 - Tools & Equipment Policies                    |
| <input type="checkbox"/> 3.6 – Debris Removal from the Travel Lanes   | <input type="checkbox"/> 5.2 - Vehicle Maintenance                           |
| <input type="checkbox"/> 3.7 – Tagging Abandoned Vehicles             | <input type="checkbox"/> 5.3 - Air Compressor – Operations & Maintenance     |
|   | <input type="checkbox"/> 5.4 - Transfer Fuel Tank – Operations & Maintenance |

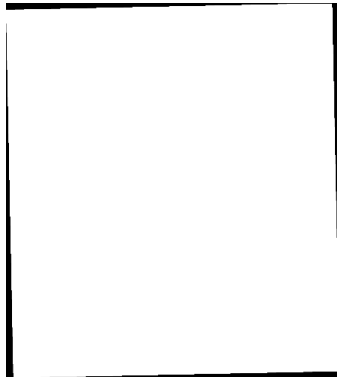
I, the undersigned, do hereby acknowledge that I have reviewed and received copies of the above Standard Operating Procedures and have been given the opportunity to ask questions and receive explanations as they relate to the standard policies and procedures of the HERO Unit.

\_\_\_\_\_  
*Employee Signature*

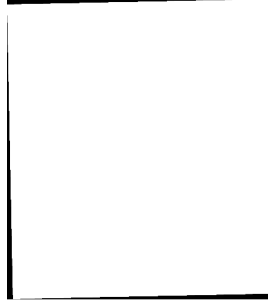
\_\_\_\_\_  
*Date*

# **HERO UNIT STUDENT TRAINING MANUAL**

## **2. GENERAL INFORMATION**



HERO UNIT  
Student Manual - Section 2  
**GENERAL INFORMATION**



**1. Emergency Services Coordination**

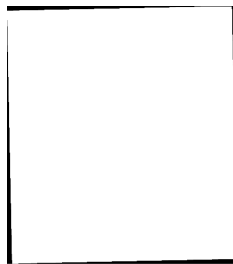
- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Emergency Services Coordination**” PowerPoint presentation
- Exam
- Answer Key

**2. Legal Liability Issues**

- Course Overview
- Instructor's Training Notes
- Copies of O.C.G.A.
- Visual Aid – See “**Legal Liability Issues**” PowerPoint presentation
- Exam
- Answer Key



H.E.R.O. UNIT  
Student Manual – Section 2  
**GENERAL INFORMATION**



**“Emergency Services Coordination”**

**Course Overview**

The purpose of this course is to highlight the various Emergency Service Agencies and their Standard Operating Procedures, as they relate to Freeway Incident Management.

# **H.E.R.O. UNIT**

## **Emergency Services Coordination**

### ***Law Enforcement Standard Operating Procedures***

#### **A. Mutual Aid Act and Agreements**

##### **1. Definition**

The Georgia Legislature passed the Georgia Mutual Aid Act (O.C.G.A. 36-69) which authorizes governmental public safety officials (Police, Fire and Emergency Management Services) to assist and provide mutual aid during local emergencies.

- This is not mandatory, and not many agencies have written agreements to mutually support each others. However, most agencies in the metro area usually respond when called to assist.

##### **2. Agencies Involved in Freeway Incident Management**

- Georgia State Patrol
- Fulton County Police
- Cobb County Police
- City of Atlanta Police
- City of College Park Police
- Dekalb County Police
- City of Hapeville Police
- Clayton County Police
- City of Marietta Police
- City of East Point Police

##### **3. Agencies Jurisdiction**

- City limit marked on the interstate
- County line marked on the interstate
- Map of local jurisdiction handling Freeway Incident Management
- Law enforcement precincts, location and phone numbers

- When reporting incidents and requesting assistance, be sure and report correct location to the TMC.

#### **4. Typical Mutual Aid Incidents**

- Major truck accident completely closing the freeway, usually involving hazardous material involving more than one agency.
- Major plane crash
- Tornadoes, floods and other natural disasters
- Vehicle chase from one jurisdiction to another

### **B. Accident Investigation Responsibility**

#### **1. Traffic Accident Management**

- Management of accidents that occur on public roads and freeways

#### **2. Traffic Accident Investigation**

- Police are responsible for accident investigation at the accident scene

#### **3. Traffic Accident Reporting**

- Responsible for accident reports

### **C. General Guidelines for Responding to and Stabilizing Traffic Accidents**

#### **1. Should choose best possible approach route**

#### **2. Operate vehicle in safe manner**

#### **3. When approaching avoid obliterating or destroying evidence**

#### **4. Park vehicle to provide maximum protection to officer, citizen and the scene itself**

#### **5. Assess the accident scene to determine if additional traffic control is**

**necessary**

**6. Check for injury and identify most serious injury and request emergency equipment**

- Provide First Aid - The first aid should be consistent with officer's training and ability.

**7. Clear the roadway policy**

- Officer should be aware of the need to clear the roadway of vehicles and debris as soon as possible.
- Dispatch wreckers as soon as possible.
- If accident involves only property damage, remove vehicles to shoulder if possible.
- Direct emergency vehicles to park safely off the roadway.
- Protect the accident scene
  - Traffic Control
  - Clear the Roadway
- Serious injury or fatality
  - Do not destroy any evidence
  - Fatality investigation procedure

**8. Assist Drivers**

- Once accident investigation is completed, assist drivers and insure that all debris and traffic control devices are removed from the roadway.

**D. Hazardous Material Detections**

**1. Fire and Hazardous Material**

*a. Responsibilities:*

- The primary responsibility for providing emergency medical care, containing fire and hazardous material rest with the Fire Department.

- Police will initiate and maintain liaison with appropriate agencies to develop a comprehensive and coordinated response plan.
- Provide emergency medical care and contain fire or hazardous material spills to extent possible until relieved by the Fire Department

- Notify communication center

- Assess the accident site

*b. Secure the Scene:*

- Isolate the area of danger
- Remove persons from vicinity of the hazard
- Control the movement of vehicle within vicinity of hazard, including the detouring of traffic
- Notify radio dispatch and provide them with sufficient information so additional support equipment can be dispatched

*c. Identify Hazardous Material:*

- Identify hazardous material from placards attached to the hazardous material

Identification Devices

- Binoculars may be used to read placards from distance
- Bill of lading or shipping papers
- Use emergency response guidebook

*d. Traffic Control:*

- Officer should control movement of traffic in accident area
- Detour traffic if necessary
- Provide an unobstructed path for emergency equipment to respond to the scene

*e. Detain Contaminated Persons:*

- Detain any person who has been in contact with hazardous material
- Isolate contaminated persons until hazardous material medic team can

decontaminate and transfer to hospital for treatment

## **E. Commercial Wrecker Agreements**

### **1. Local Wrecker Contracts:**

- Wrecker services are provided by contracts between the local police departments and local wrecker companies.
- Wreckers are dispatched on a rotation basis from the areas that have rotational wrecker agreements.

## **F. Abandoned Vehicle Policy**

### **1. Vehicle Blocking Lanes**

#### *a. O.C.G.A. 40-11-3:*

- Whenever an officer finds an abandoned or left unattended vehicle on a public street, road, highway, expressway or other public property they shall be authorized immediately to have the motor vehicle impounded when such vehicle poses a threat to public health or public safety.

### **2. Abandoned Vehicle:**

#### *a. O.C.G.A. 40-6-206:*

- Whenever an officer finds a vehicle abandoned or left unattended on the expressway system and such vehicle is not a threat to public health or safety, the vehicle may only be impounded after a period of 8 hours has expired.
- Whenever an officer finds a motor vehicle abandoned or left unattended on any public street, road, highway or other public property (other than expressway system) and the vehicle poses no threat to public health or safety, the officer must allow a period of at least five days to expire prior to having the vehicle impounded (see Figure 1 for policy of each police agency in Metro Atlanta area).

# ***Fire and Rescue Standard Operating Procedures***

## **A. Mutual Aid Act and Support Agreement**

Same as Police

## **B. Incident Management**

### **1. Fire Department Responsibility**

#### *a. Incident Management Post:*

- Establish command at the arrival of the first unit to accident scene.

#### *b. Command Responsibilities:*

- Provide for safety and welfare of fire fighting personnel.
- Remove endangered occupants and treat the injured.
- Stop the fire.
- Conserve property after fire control is achieved.

#### *c. Command Function:*

- Assume and confirm command and take an effective position.
- Rapidly evaluate the situation.
- Initiate, maintain and control the communications process.
- Develop an effective fire ground organization.
- Provide continuing command within the frame work of Standard Operating Procedures.
- Coordinate the transfer of command as required.
- Request and assign additional resources as required.
- Return companies to service and terminate command.

*d. Communication Process:*

- Command designation - brief description of the incident location- I-285 @ Memorial Drive Command
- All personnel at the incident will operate on channel 1 or designated channel.
- Only the Incident Manager will transmit to dispatch

**2. Hazardous Material Response**

*a. Hazardous Material Definition:*

- Hazardous material shall be defined as any explosive, flammable, oxidizer, poison, etiologic agent, radio active, corrosive or other substance in quantity that may pose an unreasonable risk to health and safety, property or the environment.

*b. Fire Department Response:*

1. First Responder Duties:

- Fire Companies shall respond and operate in a defensive fashion.
- First unit shall go to the general area of the incident.
- First in Fire Company shall
  - Assume command
  - Isolate and evacuate
  - Deny entry to all persons
  - Make all reasonable attempts to identify the product
- Responding units to hazardous material incidents will approach and locate themselves in position to take advantage of the wind direction.
- Position equipment at the scene of hazardous material for immediate egress of area, should it become necessary.
- All attempts should be made to contain chemical spills and leaks by means of diking or diverting if it can be done safely without exposure.
- First in unit will initiate the decon. process.



- All contaminated personnel including civilians that have been exposed shall undergo decontamination.
- Unless a life threatening situation dictates otherwise no entry shall be made in Hazardous Material Area until:
  - Haz-Mat Team is present with sufficient personnel
  - A decon area has been established
  - An action plan has been developed and approved by Incident Command.
  - A Safety Officer is present

## 2. Haz-Mat Team:

- Haz-Mat Team is a special trained and equipped team that specializes in the handling of hazardous material.
- The Team consists of 6 (six) firemen trained in the handling of hazardous material.
- The Team has a special equipped truck with decontamination equipment special hazardous material suites necessary for the handling of hazardous materials.
- Respond to fuel spills larger than 20 gallons or any spill that has entered a storm drain system.
- Respond to all chemical spills or instances where there are probabilities for:
  - Loss of life
  - Major transportation disruptions
  - Severe loss of property
  - High environmental impacts
- Responsible for the plug, patch or otherwise stop leak or other activity involved in controlling the hazardous incident.
- Determination as to whether or not a safe operation can be undertaken by the Haz-Mat Team will require the approval of the Incident Commander, the Safety officer and the Officer in Charge of the Haz-mat Team.
- Responsible for the decontamination of all contaminated persons at a hazardous material incident.

c. *Command and Control:*

- The Incident Commander shall be responsible for the overall operations at incidents involving hazardous materials. The Haz-Mat Team as well as all other sections and sectors shall operate under his command.
- Following the initial isolation of the area it may be necessary to initiate control zones for responding personnel as follows:

1.Hot Zone: Area immediately surrounding a hazardous material incident can only enter if approved by Incident Commander.

2.Warm Zone: An area outside an surrounding the hot zone - this area shall be used for the decontamination only - enter area only after approval of Incident Commander.

3.Cold Zone: An area outside and surrounding the warm zone. This area contains the command post, Haz-Mat Team, other necessary equipment, other responding agencies - including Georgia DOT.

### **3. Clean Up and Containment**

a. *Fire Department:*

- Fire Department responsible for the containment of hazardous material spills or control of hazardous fires.
- Under no circumstances will the Fire Department accept or transport any hazardous material on fire apparatus.

b. *Georgia Environmental Protection Agency:*

1. Hazardous Material Contractors:

- Georgia EPA maintains a list of hazardous material contractors that are available to hazardous material clean up.
- EPA will not recommend a contractor. It is the responsibility of the owner of the hazardous material to select a contractor.

2. Owner of Hazardous Material:

- Owners of hazardous materials are responsible for clean up and disposal of hazardous materials involved in accidents.

## **Emergency Medical Service (S.O.P.)**

### **A. Mutual Aid Agreement**

Same as Local Law Enforcement

### **B. Incident without Injury (GDOT level 1)**

- Typically the responsibility of law enforcement and wreckers. HERO to push vehicle out of travel way to the shoulder or nearest AIS, if vehicle is not disabled. EMS usually not called to the scene.
- When in doubt about the injury HERO must call for EMS anyway.

### **C. Major Incident with Injury (GDOT Levels 2, 3 and 4)**

#### **1. Coordination with other agencies**

##### *a. Coordination with the Fire Department:*

- In case of a fire, hazmat, or other major incident the fire department is typically always dispatched to the scene and is in charge of the incident.
- If necessary, EMS sets up sub-command post that coordinates effort with the Fire Department.

##### *b. Coordination with the Police Department:*

- Upon arrival, EMS is in charge of the scene providing first aid, extrication and transporting injured to hospital, law enforcement provides traffic management and other assistance as requested by EMS.

##### *c. Coordination with GDOT:*

- Upon arrival, EMS is in charge of the scene, GDOT HERO provides traffic management and other assistance as requested by EMS.

#### **2. EMS Scene Approach Guidelines:**

- Upon arriving at the emergency scene, the vehicle operator must place the vehicle to void blocking traffic if possible.
- The vehicle should be parked in regard for other responding equipment. i.e.

police, fire and other EMS vehicles.

- Should avoid parking their vehicles in an area likely to be blocked, to avoid subsequent transportation delays.
- The vehicle should be as close to patient as practical and should be used to isolate patient from hazard if possible.

### **3. On Scene Medical Command Post:**

- EMS Supervisor should assume primary responsibilities for communication to zone captain and communication center.
- Assess situation and when indicated, establish a medical command post to supervise utilization of personnel and resources related to patient care.
- Remain aware of EMS unit availability in assigned district and zone and relocate as necessary to protect ALS availability and response time.

### **4. Haz-Mat Response:**

#### *a. Dispatch:*

- The initial dispatch on any hazardous materials medical emergency will include the appropriate EMS Captain.
- The EMS Captain will request the dispatch the closest Haz-Mat Medic.

#### *b. Haz-Mat Accident Scene:*

- The first arriving Haz-Mat Medic will report to command post and evaluate the scene to determine the need for additional EMS resources.
- Haz-Mat Medics will obtain the following information and report to the EMS Medical Command Officer:
  - Chemical Identification
  - Number of Victims and Status
  - Appropriate Medical and Treatment Protocol
  - Any Special Circumstances

### **5. Scene Operations:**

- At no time should any EMS personnel come in contact with any potentially contaminated patient until that patient has been

decontaminated to a safe level by the Haz-Mat Team.

- If Haz-Mat Team is not on the scene, EMS personnel should attempt to isolate the victims and instruct them to remain there.
- EMS personnel should take every precaution to prevent themselves from being exposed.
- Haz-Mat Medics are a functioning part of the Haz-Mat Team and are not available for transport or other EMS duties.

## **6. Treatment and Transport:**

- Haz-Mat Medics will perform initial assessment and treatment of patient after they have been decontaminated to a safe level.
- This will include the removal of patient's clothing and placing it in a blood and body fluid bag for disposal or decontamination.
- Patients will be washed thoroughly with soap (Tide detergent) and water by fire suppression personnel protected against the chemical involved.
- When the chemical involved is a dry agent, the patient should not be washed until the contaminant has been removed as much as possible by lightly brushing the material from the skin. The remainder should be removed by washing several times.
- The Haz-Mat Medics will determine proper treatment protocols based on the text Hazardous Materials Injuries and convey all pertinent information to the transporting medics.
- Medical command should obtain destination orders for chemically injured patients to adequate treatment facilities.
- The following metro hospitals are the only fully equipped hospitals to receive chemically injured patients:
  - Grady Memorial
  - Northlake Regional
  - Saint Joseph Hospital
  - Henry General
  - Kennestone Hospital
- At no time should a contaminated patient be placed inside an EMS unit until

they have been decontaminated to a safe level by the Haz-Mat Team.

## **7. Infection Control:**

- All EMS personnel must remain familiar with infection control practices as outlined in the Infection Control Manual.
- Each EMS unit will be required to maintain an adequate supply of disposal gloves, masks, gowns, approved eye protection and sharps containers.
- The use of sheets/disposable rescue blankets to place a barrier between a known infectious patient and the EMS unit/equipment is acceptable, if body fluids are likely to contaminate the environment.
- It is suggested that medics carry a “kit” to contain at least: disposable mask, a pair of gloves, a disposable gown and some form of eye protection.
- Gloves are to be worn when performing an invasive procedure such as draining blood or establishing an I.V., when touching any patient contaminated with blood, or when exposed to body fluids.
- Personnel with cuts or wounds are advised to wear gloves with all patients.
- Note that a mask is required even if using a face shield for protection from airborne disease.
- It is important that EMS personnel take extra care to avoid being cut.
- Heavy gloves must be worn when approaching a patient who is surrounded with broken glass.
- Sharps must be properly disposed of, without delay. Sharp containers will be considered as biohazard and disposed of in accordance with established procedures.
- Immediate cleaning and disinfection of blood and body fluids on the EMS unit and/or non-disposable supplies are essential following an alarm. Use Infection Control Manual Guidelines.
- Hand washing upon return to a station or upon arrival at a hospital is essential.

- Additionally, to reduce the risk of exposure to blood or other potentially infectious materials, there will be no eating, drinking, smoking, tobacco chewing or applying of cosmetics, or applying of lip balm or handling of contact lenses in any EMS vehicle.
- Blood soaked bandages or blood/body fluid contaminated gloves must not be left at the scene. These items should be transported with the patient to hospital for proper disposal.
- Contamination/possible exposure of employees to contaminated blood or body fluids must be reported immediately to Infection Control Officer. Supervisors Accident Investigation Report with the word "Exposure" prior to the end of your shift.
- Personnel who withheld appropriate diagnostic or treatment procedures due to presences or suspicion of contagious disease, when proper infection control supplies are available, may be subjected to disciplinary action.

#### **D. General Liabilities**

1. Aid To Injured
2. Extrication and Rescue
3. Medical Treatment

# **GEORGIA DOT HERO OPERATOR ROLE**

## **A. First Responder Coordination**

### **1. Police**

- All accidents involving vehicles that cannot be relocated to the shoulder of freeway or involving injury require the response of law enforcement.
- H.E.R.O. Operators will coordinate the response of law enforcement.

### **2. Fire Services**

- All accidents involving injury, threat of injury, threat of fire or hazardous material require the response of fire services.
- H.E.R.O. Operators will coordinate the response of fire services.

### **3. EMS**

- All accidents involving injury will require the response of EMS units.
- H.E.R.O. Operators will coordinate the response of EMS units.

### **4. Georgia Department of Transportation Maintenance Response**

- All accidents involving loss of loads or cargo will usually require response of DOT maintenance personnel and equipment.
- Large debris blocking lanes that cannot be removed by the H.E.R.O. operator.
- Incidents involving oil spills requiring sand truck response.
- Major incidents requiring lane closures and detours will require response of DOT maintenance.
- H.E.R.O. operator will be responsible for coordinating the response of DOT personnel and equipment to freeway incidents.



## **B. Communication**

### **1. Incident Command Post**

- H.E.R.O. will be responsible for representing DOT at the incident command post until relieved by his supervisor or senior DOT personnel.

### **2. 800 MHZ/900 MHZ Radios**

- Local law enforcement and fire departments communicate between agencies on 800 MHZ radios at incident scenes.

### **3. TMC**

- H.E.R.O. will be responsible for keeping the TMC center informed of conditions at incidents.
- This information will be transmitted to the Georgia Public Information Office for release to news media.

## **C. Team Concept**

### **1. Assist Law Enforcement, Fire and EMS**

#### *a. Safety:*

- Monitor the activities that are required to clear incidents for safety.

#### *b. Traffic Control:*

- Provide emergency traffic control at incidents scenes to protect law enforcement, firemen and EMS.
- Install necessary traffic control devices to protect the accident scene such as traffic cones or fl

## **2. Assist Local Wrecker Service**

### *a. Removal of Debris:*

- Assist local wrecker operator with the removal of accident debris to get the lanes open to traffic.

### *b. Traffic Control:*

- Monitor traffic and traffic control devices that are protecting the accident site while wrecker is removing the accident.

## **3. Assist Local DOT Maintenance Personnel**

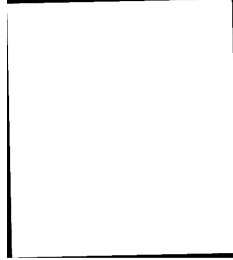
### *a. Remove Debris:*

- Assist DOT maintenance personnel with removal of debris from roadway to get lanes opened as soon as possible.

### *b. Placing Traffic Control:*

- Assist local maintenance with the placing and removing of traffic control devices required to protect accident sites.

H.E.R.O. UNIT  
Student Manual – Section 2  
**GENERAL INFORMATION**



**“Emergency Services Coordination”**

**Exam**

**H.E.R.O. UNIT**  
**Emergency Services Coordination**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\surd$  appropriate answer:**

1. In order for Incident Management to be successful, it takes cooperation from all emergency service agencies involved.

True

False

2. The Mutual Aid Act authorizes government public safety officials (police, fire, and other emergency response agencies) to assist and provide mutual aid during local emergencies.

True

False

3. The Mutual Aid Act and agreements are mandatory.

True

False

4. Law enforcement is responsible for accident investigation.

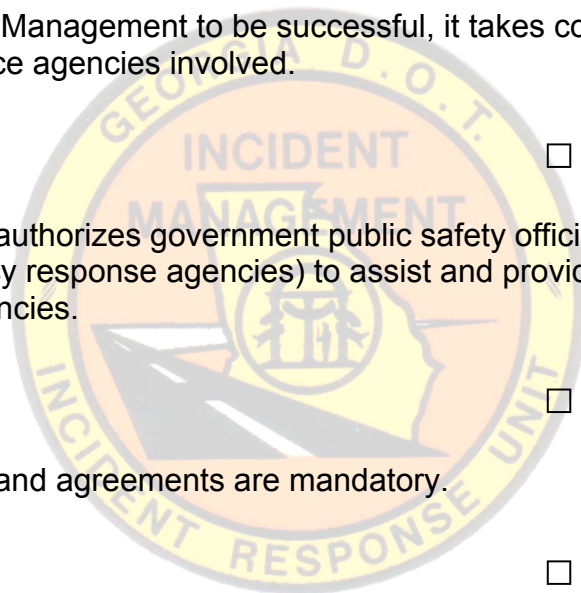
True

False

5. Fire & Rescue are responsible for command functions at an incident.

True

False



**Multiple choice check ✓ appropriate answer:**

6. Fire and Rescue are responsible for:

- a. command responsibilities
- b. hazardous material response
- c. clean up and containment
- d. all of the above

7. What are some of the responsibilities of EMS?

- a. on scene medical command post
- b. treatment & transport
- c. infection control
- d. all of the above

8. What is the HERO Unit's role in incident management?

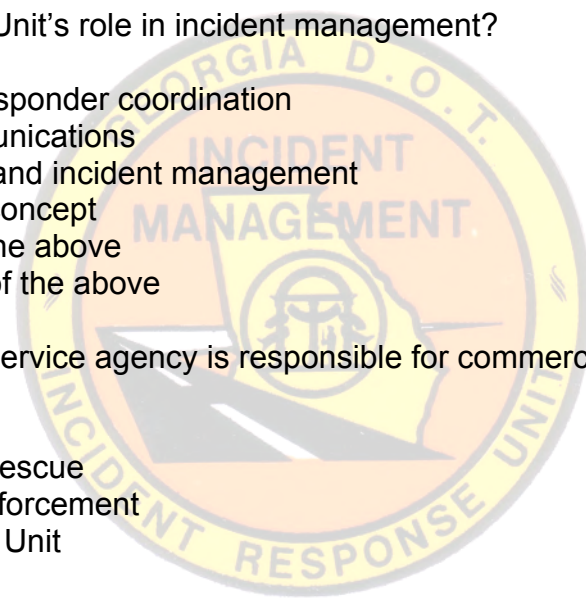
- a. first responder coordination
- b. communications
- c. traffic and incident management
- d. team concept
- e. all of the above
- f. none of the above

9. Which emergency service agency is responsible for commercial wrecker contracts?

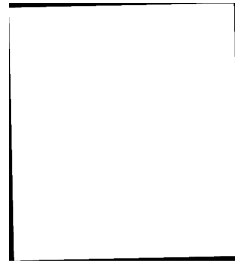
- a. fire & rescue
- b. law enforcement
- c. HERO Unit
- d. EMS

10. Which emergency service agency is responsible for patrolling the interstates, looking for any congesting causing incident.

- a. law enforcement
- b. fire & rescue
- c. EMS
- d. HERO Unit



H.E.R.O. UNIT  
Sturdent Manual – Section 2  
**GENERAL INFORMATION**



**“Legal & Liability Issues”**

**Course Overview**

This course is design to provide information concerning legal parameters provided by Georgia Law which govern certain of the actions likely to be taken by the H.E.R.O. Operators.

**H.E.R.O. UNIT**  
**Legal Liability Issues**  
**Instructor's Training Notes**

**I. JURISDICTION**

A. What can Incident Management Teams, such as the HERO Unit, legally do?

1. *Close the Highway*

a. "In locating, relocating, constructing, improving, or maintaining any road on the state highway system, the department shall have the authority to control or limit access thereto, including the authority to close off or regulate access from any part of any public road on a county road system or municipal street system to the extent necessary in the public interest."

(1) **PRACTICAL POINTERS:**

- (a) Should always follow guidelines established by DOT.
- (b) Should defer to law enforcement on the scene.
- (c) Defer to Fire Department when dealing with toxic or possibly toxic materials.

2. *Moving Automobiles*

a. Immobilized Vehicles not involved in Accidents. Employees of the DOT, in the exercise of the management, control and maintenance of the state highways, may require and assist in the removal from the main traveled way of roads on the state highway system of all vehicles incapacitated from any cause other than having been involved in a motor vehicle accident [OCGA 40-6-275(g)].

- b. “Main Traveled Way” is defined in an analogous statute as the traveled way of a highway on which through traffic is carried; and, in the case of a divided highway, it means the traveled way of each of the separated roadways for traffic traveling in opposite directions. It does not include facilities as frontage roads, turning roadways, or parking areas. [32-6-71(11)].
- c. “Traveled way” is defined in an analogous statute as the portion of a roadway used for the movement of vehicles, exclusive of shoulders. [32-6-71(24)]

(1) **PRACTICAL POINTERS:**

- (a) Jurisdiction only extends to the shoulder; should not generally push cars beyond the side of the road. Call a wrecker to move the car if the car must be moved off of the shoulder.
  - (b) Can push cars that are stalled for whatever reason, as long as they have not been involved in an accident.
  - (c) H.E.R.O. is permitted to drive a vehicle off of the road, if the driver requests that he move it. [40-6-275(c)].
  - (d) If there is any doubt as to the situation, call a law enforcement officer.
  - (e) Do not expose yourself, the driver, the car or traffic to danger by moving the vehicle; stabilize the situation first.
  - (f) Always follow DOT guidelines.
- d. Immobilized Vehicles involved in an Accident. The H.E.R.O. may require and assist in the removal of all vehicles incapacitated as a result of motor vehicle traffic accidents and debris resulting from that accident when such motor vehicle accidents occur with no personal injury, death, or extensive property damage, where such move can be accomplished safely by the drivers of the vehicles involved or with the assistance of a towing or recovery vehicle and will result in the improved safety or convenience of travel



upon the road. However, a vehicle incapacitated as a result of a motor vehicle traffic accident with apparent personal injury, death, or extensive property damage may not be moved until the enforcement officer has made the necessary measurements and diagrams required for the initial accident investigation. [OCGA 40-6-275(g)].

(1) **PRACTICAL POINTERS:**

- (a) NO CAR CAN BE MOVED UNTIL LAW ENFORCEMENT INVESTIGATION IS COMPLETE IF: involved in an accident (i) with apparent injury; (ii) with death; or (iii) with extensive property damage (analogous statute requires that motorist report the accident where apparent damage exceeds \$500 or more [OCGA 40-6-273]).
- (b) Only applies SO LONG AS: (i) move is safe; (ii) can be done by drivers or with assistance of a tow truck or recovery vehicle; and (iii) will result in improved safety or convenience of travel.
- (c) Only applies on the main traveled way of the state highway system (not on county or municipal roads/call a law enforcement officer for those locations).

3. *Other Statutes of Interest:*

a. Parked Cars

- (1) It shall be unlawful for any person to park or leave unattended any vehicle upon the right of way of any public road on the state highway system for over 48 hours. [32-6-2(4)].
- (2) Any law enforcement officer or employee of the DOT to whom law enforcement authority has been designated pursuant to OCGA 32-6-29 who finds a motor vehicle which has been left unattended on the state highway system shall be authorized to cause such motor vehicle to be removed immediately to a garage or other place of safety when such motor

vehicle poses a threat to public health or safety or to mitigate congestion. [OCGA 40-11-3(b)].

- (3) Any DOT employee to whom law enforcement authority has been designated pursuant to OCGA 32-6-29 who finds a vehicle parked in violation of law or the department's regulations may require the driver to move the vehicle. If the vehicle is unattended, the employee is authorized to remove or provide for the removal of such vehicle to the nearest garage or other place of safety at the owner's expense. [OCGA 32-6-2].

(4) ***PRACTICAL POINTERS:***

- (a) If a car is safely parked on the shoulder and is not obstructing traffic, mark it per regulations, but H.E.R.O's have no authority to move vehicles that are not in the "main traveled way." Once the car is on the shoulder, call a law enforcement officer to address the situation, but do not attempt to move it further.
- b. H.E.R.O. is not a Law Enforcement Officer. Note 40-11-3(b) expressly gives law enforcement officers and 32-6-2 gives DOT employees WITH law enforcement capacity the right to move vehicles "immediately to a garage." 32-6-29 gives DOT commissioner authority to appoint enforcement officers who have additional powers, however, the H.E.R.O's have not been so designated.
- c. State Highway System - defined in OCGA 32-4-1 and 32-4-20; generally designated by the Transportation Board or the Commissioner and all national interstate and defense highways within the state. Must (i) serve trips of substantial length and duration indicative of regional, state wide or interstate importance; (ii) connect adjoining county seats; (iii) connects urban or regional areas with outlying areas, both intrastate and interstate; or (iv) serves as part of the principal collector network for the statewide and interstate arterial public roads.

## II. LIABILITY

A. Negligent Liability in General

1. Tort - "A tort is the unlawful violation of a private legal right other than a mere breach of contract, express or implied. A tort may also be the violation of a public duty if, as a result of the violation, some special damage accrues to the individual. [OCGA §51-1-1].
2. Negligence - ordinary diligence is that degree of care which is exercised by ordinarily prudent persons under the same or similar circumstances. As applied to the preservation of property, the term "ordinary diligence" means that care which every prudent man takes of his own property of a similar nature. The absence of such diligence is termed ordinary negligence.
  - a. Requisite elements of negligence claim include
    - (1) duty;
    - (2) breach;
    - (3) causation; and
    - (4) actual loss or damage.
  - b. Therefore, if someone owes a duty to someone (such as a doctor in an operation) and breaches that duty (by failure to exercise ordinary diligence under all of the circumstances) which causes someone to be injured, then a negligence action may be successful.

B. Personal Liability for Negligent Acts

1. *Off Duty* - Generally protected by the Good Samaritan Statute - Any person, including any person licensed to practice medicine and surgery pursuant to Article 2 of Chapter 34 of Title 43 and including any person licensed to render services ancillary thereto, who in good faith renders emergency care at the scene of an accident or emergency to the victim or victims thereof without making any charge therefore shall not be liable for any civil damages as a result of any act or omission by such person in rendering emergency care or as a result of any act or failure to act to provide or arrange for further medical treatment or care for the injured person. [OCGA 51-1-29].
  - a. Clayton v. Kelly, 183 Ga. App. 45,357 S.E.2d 865 (1987): "If the facts show a duty to respond by virtue of a person's particular employment, his state of mind as to payment will not thwart that duty. Whatever the specific provisions of a

particular good Samaritan statute, certain basic policy considerations are immutable. At common law, although there might have been no duty to render aid to a distressed person, if one undertook to give such aid he assumed the duty to exercise ordinary care; and of course in the case of physicians, he assumed a particular and higher duty ..... Good Samaritan statutes are directed at persons, including physicians, who **by chance and on an irregular basis** (emphasis in original) come upon or area called upon to render emergency care. The fact that a physician is skilled in the subject matter in question or that the exigency lies within his expertise, does not create a duty where none existed before; in fact such persons are particularly encouraged by the statute to volunteer their aid. Neither is he deprived of immunity by the fact alone that he works at the hospital, or is present at the hospital, or is called to the hospital when the emergency arises. If there was no prior duty to respond and there was no prior doctor patient relationship, one is not created by the event of the emergency. But clearly the occurrence of an “emergency” will not invoke the immunity, if it was the doctor’s duty to respond to the emergency.

b. **PRACTICAL POINTERS:**

- (1) This statute does not provide absolute immunity; does not clearly embrace the activities of the H.E.R.Os.
- (2) Clearly cannot accept or solicit payment.
- (3) NOT Blanket protection - do not do anything unreasonable or where you don’t know exactly what to do.

2. *On Duty* - Some Protection is afforded by the State Tort Claims Act: “This article constitutes the exclusive remedy for any tort committed by a state officer or employee. A state officer or employee who commits a tort while acting within the scope of his or her official duties or employment is not subject to lawsuit or liability therefor. However, nothing in this article shall be construed to give a state officer or employee immunity from suit and liability if it is proved that the officer’s or employee’s conduct was not within the scope of his or her official duties or employment.”

a. **PRACTICAL POINTERS:**

- (1) NOT blanket protection. Does not protect employees from criminal acts or any act not within the scope of employment.
- (2) Only protected when acting WITHIN the scope of employment. If it is NOT clear what to do or you were not trained for a specific procedure, then it SHOULD NOT BE DONE BY A H.E.R.O.
- (3) Call an ambulance before beginning any procedure if at all possible.
- (4) Applies to all acts, including medical procedures, mechanical failures, traffic accidents, etc.

3. *Other Statutory Protections*

- a. OCGA § 38-3-35(b). Neither the state nor any political subdivision of the state nor, except in cases of willful misconduct, gross negligence, or bad faith, the employees, agents or representatives of the state or any political subdivision thereof, nor any volunteer or auxiliary emergency management worker or member of any agency engaged in any emergency management activity with or reasonably attempting to comply with Articles 1 through 3 of this chapter; or any order rule or regulation promulgated pursuant to Articles 1 through 3 of this chapter, or pursuant to any ordinance relating to precautionary measures enacted by any political provisions of Articles 1 through 3 of this chapter, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state shall be liable for the death of or the injury to person or for damage to property as a result of any such activity.
- b. “Emergency Management” means the preparation for the carrying out of all emergency functions other than functions for which military forces are primarily responsible to prevent, minimize and repair injury and damage resulting from emergencies, energy emergencies, disasters or the imminent threat thereof, of manmade or natural origin caused by enemy attack, sabotage, civil disturbance, fire, flood, earthquake, wind, storm, wave action, oil spill or other

water contamination requiring emergency action to avert danger or damage, epidemic, air contamination, blight, drought, infestation, explosion, riot or other hostile action or other causes. The functions include, without limitation, fire fighting services; police services; medical and health services; rescue; engineering; warning services; communications; defense from radiological, chemical, and other special weapons; evacuation of persons from stricken areas; emergency welfare services; emergency transportation; plant protection; temporary restoration of public utility services; and other functions related to civilian protection, together with all other activities necessary or incidental to the preparation for and carrying out of the foregoing functions.

- c. OCGA 35-1-7: liability of law enforcement officers performing duties at the scene of an emergency - A law enforcement officer shall not be liable at law for any action or actions does while performing any duty at the scene of an emergency except for gross negligence, willful or wanton misconduct, or malfeasance. As used in this Code section, the term "law enforcement officer" means any peace officer who is employed by this state or any political subdivision thereof and who is required by the terms of his employment, whether by election or appointment, to give his full time to the preservation of public order or the protection of life and property or the prevention of crime. Such term shall include sheriffs and deputy sheriffs.
- d. Choking - OCGA 26-2-374(b): Any person who renders emergency aid in good faith to persons who are choking, without any charge for his services, shall not be liable for any civil damages for any act or omission in rendering such emergency aid or as a result of any act or failure to act to provide or arrange for further treatment or care for such persons.

C. Liability of DOT

1. *State Tort Claims Act*

- a. The state waives its sovereign immunity for the torts of state officers and employees while acting within the scope of their official duties or employment and shall be liable for such torts in the same manner as a private individual or entity would be liable under like circumstances. The state shall

have no liability for losses resulting from conduct on the part of state officers or employees which was not within the scope of their official duties or employment [OCGA §50-21-23].

- b. The state shall have no liability for losses resulting from (1) an act or omission by a state officer or employee exercising due care in the execution of a statute, regulation, rule or ordinance, whether or not such statute, regulation, rule or ordinance is valid; or (2) the exercise or performance of or the failure to exercise or perform a discretionary function or duty on the part of a state officer or employee, whether or not the discretion involved is abused [OCGA §50-21-24].
2. Robinson v. Georgia DOT, 966 F.2d 637 (11th Cir. 1992): In an inverse condemnation case, federal court of appeals held that Georgia DOT was arm of the state entitled to Eleventh Amendment immunity.
3. State Hwy. Dep't v. Parker, 75 Ga.App. 237, 43 S.E.2d 172 (1947): Acts of DOT are acts of the State of Georgia and the state performs a governmental function when it constructs and maintains highway through the DOT. DOT is a part of the sovereign state, an agent or servant of the state, and it cannot be sued without the express consent of the sovereign. [OCGA 32-2-5].

### III. OTHER/MISCELLANEOUS

- A. TOW TRUCKS - The driver of each wrecker truck towing away any vehicle from the scene of a wreck shall also take away all parts belonging to the vehicle which he is towing away, or, if they consist of small parts or broken glass, he shall clear the streets of said small parts or glass, unless ordered not to do so by the investigating officer due to circumstances at the scene of the accident. Failure to do so shall be a misdemeanor punishable by a fine not to exceed \$100. [OCGA 40-6-276].
- B. MECHANICAL
  1. Same Tort Rules apply as were applicable for Personal Liability.
  2. No ability to stop a car from traveling because H.E.R.O. is not a law enforcement (although law enforcement officers CAN stop a vehicle not "within code" because it is a violation of law to operate that vehicle (OCGA 40-8-7) officer or an employee of the Department of Public Safety (OCGA 40-8-200).



**O.C.G.A. § 26-2-374**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 26. FOOD, DRUGS, AND COSMETICS  
CHAPTER 2. STANDARDS, LABELING, AND ADULTERATION OF FOOD  
ARTICLE 13. FOOD SERVICE ESTABLISHMENTS

**O.C.G.A. § 26-2-374 (2007)**

§ 26-2-374. Contents and posting of notices relating to assistance to persons choking;  
relief from civil liability of persons rendering emergency aid

(a) The Department of Human Resources shall print and distribute notices to every food service establishment in this state explaining the proper procedures to be taken to assist or aid persons who are choking. The notices shall contain such information as is found appropriate or necessary by the department and shall be posted and maintained by the food service establishment in a conspicuous place or places on the premises as required by the department.

(b) Any person who renders emergency aid in good faith to persons who are choking, without any charge for his services, shall not be liable for any civil damages for any act or omission in rendering such emergency aid or as a result of any act or failure to act to provide or arrange for further treatment or care for such persons.

**HISTORY:** Code 1933, § 88-1004.1, enacted by Ga. L. 1979, p. 1272,

**O.C.G.A. § 32-2-5**

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TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 2. DEPARTMENT OF TRANSPORTATION  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 32-2-5 (2007)

§ 32-2-5. Actions by or against department

(a) The department shall have the authority to bring actions; and it may be sued in such actions as are permitted by law. In addition, the department may adjust and make settlement of any and all claims presented to it under oath.

(b) All actions brought ex contractu by or against the department shall be brought in a county where any part of the work is to be or has been performed. All other actions by or against the department shall be brought in the county in which the cause of action arose. Service upon the department shall be sufficient by serving a second original process issued from the county where the action is filed upon the commissioner personally or by leaving a copy of the same in the office of the commissioner in the Department of Transportation Building, Atlanta, Georgia.

**HISTORY:** Ga. L. 1919, p. 242, art. 6, § 3; Ga. L. 1925, p. 208, § 4; Code 1933, § 95-1505; Code 1933, § 95A-304, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1974, p. 1422, § 10.

**O.C.G.A. § 32-4-1**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 4. STATE, COUNTY, AND MUNICIPAL ROAD SYSTEMS  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 32-4-1 (2007)

§ 32-4-1. Classification of public roads

For purposes of jurisdiction and administration, the public roads of Georgia shall be divided and classified in accordance with the three types of classifications provided in this Code section:

(1) *State highway system.* The state highway system shall consist of those public roads which on July 1, 1973, are shown by the records of the department to be "state-aid roads," those public roads thereafter designated by the department as part of the state highway system, and all of The Dwight D. Eisenhower System of Interstate and Defense Highways within the state;

(2) *County road systems.* Each county road system shall consist of those public roads within that county, including county roads extending into any municipality within the county, which are shown to be part of that county road system by the department records on July 1, 1973, and any subsequent additions to such county road system made by the county;

(3) *Municipal street systems.* Each municipal street system shall consist of those public roads within the limits of that municipality which are not in any other classification under this Code section.

**HISTORY:** Code 1933, § 95A-201, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 2000, p. 136, § 32.

**O.C.G.A. § 32-4-20**

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TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 4. STATE, COUNTY, AND MUNICIPAL ROAD SYSTEMS  
ARTICLE 2. STATE HIGHWAY SYSTEM

O.C.G.A. § 32-4-20 (2007)

§ 32-4-20. Composition of state highway system

The state highway system shall consist of an integrated network of arterials and of other public roads or bypasses serving as the major collectors therefor. No public road shall be designated as a part of the state highway system unless it meets at least one of the following requirements:

- (1) Serves trips of substantial length and duration indicative of regional, state-wide, or interstate importance;
- (2) Connects adjoining county seats;
- (3) Connects urban or regional areas with outlying areas, both intrastate and interstate; or
- (4) Serves as part of the principal collector network for the state-wide and interstate arterial public roads.

**HISTORY:** Code 1933, § 95A-202, enacted by Ga. L. 1973, p. 947, § 1.

## O.C.G.A. § 32-6-2

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\*\*\* Current through the 2007 Regular Session \*\*\*  
TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 6. REGULATION OF MAINTENANCE AND USE OF PUBLIC ROADS GENERALLY  
ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 32-6-2 (2007)

§ 32-6-2. Authority of department, counties, and municipalities to regulate parking; parking vehicles or leaving vehicles unattended on right of way of public road on state highway system

Notwithstanding Code Section 40-6-200 and Code Sections 40-6-202 through 40-6-204:

(1) The department may regulate and prohibit the parking of any type of vehicle on any public road on the state highway system, including extensions thereof into or through municipalities. Whenever any state or local law enforcement officer finds a vehicle parked in violation of law or the department's regulations, such officer or employee is authorized to move such vehicle or require the driver or other person in charge of the vehicle to move the same. If the vehicle is unattended, such officer is authorized to remove or provide for the removal of such vehicle to the nearest garage or other place of safety at the owner's expense. State or local law enforcement officers and the department are further authorized, with or without the consent of the owner, to remove or have removed any obstruction, cargo, or personal property which is abandoned, unattended, or damaged as a result of a vehicle accident which the department determines to be a threat to public health or safety or to mitigate traffic congestion, and any person or towing service that is removing an obstruction, cargo, or personal property at the location of such obstruction, cargo, or personal property upon instruction by a law enforcement officer, an official of a fire department acting under the authority of paragraph (1) of Code Section 25-3-1 or paragraph (3) of Code Section 25-3-2, or an official of the department shall be liable only for gross negligence;

(2) A county may regulate and control the parking of vehicles on the county road system and to this end the county may place parking meters on or immediately adjacent to any or all such roads, except extensions into a municipality, for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A county may also place such parking meters on or adjacent to any public road on the state highway system located within the county and outside the corporate limits of a municipality when authorized by the department pursuant to paragraph (1) of this Code section;

(3) A municipality may regulate and control the parking of vehicles on its municipal street system and on extensions of a county road system within its corporate limits and to this end may place parking meters on or immediately adjacent to any or all of such roads for the purpose of authorizing timed parking in designated spaces upon the payment of a charge for such privilege. A municipality also may place such parking meters on or adjacent to any public road on the state highway system located within the corporate limits of the municipality when authorized by the department pursuant to paragraph (1) of this Code section; and

(4) It shall be unlawful for any person to park or leave unattended any vehicle upon the right of way of any public road on the state highway system for over 48 hours.

**HISTORY:** Code 1933, § 95A-904, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1982, p. 3, § 32; Ga. L. 1985, p. 149, § 32; Ga. L. 1993, p. 370, § 1; Ga. L. 2000, p. 951, § 2-3; Ga. L. 2005, p. 334, § 12-1/ HB 501; Ga. L. 2007, p. 170, § 1/ HB 231.

**O.C.G.A. § 32-6-29**

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TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 6. REGULATION OF MAINTENANCE AND USE OF PUBLIC ROADS GENERALLY  
ARTICLE 2. DIMENSIONS AND WEIGHT OF VEHICLES AND LOADS

O.C.G.A. § 32-6-29 (2007)

§ 32-6-29. Responsibility of the Department of Transportation; responsibility of the Department of Public Safety

(a) The Department of Transportation shall be responsible for rules and regulations relating to size and weight limits and issuance of permits under this article.

(b) The Department of Transportation shall not, however, employ any law enforcement officers or agents except as may be specifically authorized by other laws. Law enforcement responsibility for enforcement of this article shall be in the Department of Public Safety.

**HISTORY:** Ga. L. 1960, p. 1122, § 1; Ga. L. 1968, p. 193, § 2; Code 1933, § 95A-962, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1974, p. 1422, § 40; Ga. L. 1976, p. 1500, § 1; Ga. L. 1978, p. 1989, § 3; Ga. L. 1979, p. 814, § 1; Ga. L. 1982, p. 3, § 32; Ga. L. 1993, p. 91, § 32; Ga. L. 1993, p. 366, § 1; Ga. L. 2000, p. 951, § 2-6; Ga. L. 2000, p. 1199, § 1; Ga. L. 2005, p. 334, § 12-3/HB 501.

## O.C.G.A. § 32-6-71

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TITLE 32. HIGHWAYS, BRIDGES, AND FERRIES  
CHAPTER 6. REGULATION OF MAINTENANCE AND USE OF PUBLIC ROADS GENERALLY  
ARTICLE 3. CONTROL OF SIGNS AND SIGNALS  
PART 2. STATE HIGHWAY SYSTEM

O.C.G.A. § 32-6-71 (2007)

§ 32-6-71. Definitions

As used in this part, the term:

- (1) "Defined area" means any area or areas within the state defined by the board, upon request made by the State Department of Transportation and approved by the United States Secretary of Transportation, to be an area where the removal of directional signs, displays, and devices which were lawfully erected under state law in force at the time of their erection, which were in existence on May 5, 1976, and which do not conform to the requirements of paragraphs (1) through (5) of Code Section 32-6-72 and paragraphs (1) through (3) of Code Section 32-6-73 would deprive the traveling public of directional information about goods and services in the specific interest of the traveling public and would work a substantial economic hardship in such defined area or areas.
- (2) "Directional and other official signs and notices" means only official signs and notices, public utility signs, service club and religious notices, public service signs, and directional signs.
- (3) "Directional signs" means signs containing directional information deemed to be in the interest of the traveling public, including information about public places owned or operated by state, federal, or local governments or their agencies; publicly or privately owned natural phenomena; historic, cultural, scientific, educational, and religious sites; and areas of natural scenic beauty or areas naturally suited for outdoor recreation.
- (4) "Directional signs, displays, and devices in the specific interest of the traveling public" means any directional sign, display, or device which was lawfully erected under state law in force at the time of its erection, which was in existence on May 5, 1976, and which provides directional information about goods and services in the specific interest of the traveling public but does not conform to the requirements of paragraphs (1) through (5) of Code Section 32-6-72 and paragraphs (1) through (3) of Code Section 32-6-73.
- (5) "Erect" means to construct, build, raise, assemble, place, affix, attach, create, paint, draw, or in any other way bring into being or establish, but it shall not include any of the foregoing activities when performed as an incident to the change of advertising message or the normal maintenance or repair of a sign structure.
- (6) "Illegal sign" means:
  - (A) A sign for the maintenance of which a permit is required under this part, or any amendment thereof, which sign is being maintained without a permit;

(B) A sign presently being maintained without a required permit even though it could have been permitted under any outdoor advertising control law in effect at the time of its erection;

(C) A sign presently being maintained without a permit, which sign could not have been permitted under the law in effect at the time of its erection even though the sign may meet the requirements of this part for the issuance of a permit;

(D) A sign on which the permit has been revoked pursuant to this part;

(E) A sign on which a nonconforming application for permit was denied and the denial has become final; and

(F) A nonconforming sign for which no permit was sought as required by Code Section 32-6-79.

(7) "Industrial or commercial activity" means those activities commonly or generally recognized as commercial or industrial except that none of the following activities shall be considered commercial or industrial:

(A) Outdoor advertising structures;

(B) Agricultural, forestry, ranching, grazing, farming, and related activities, including but not limited to wayside fresh produce stands;

(C) Transient or temporary activities;

(D) Activities within 660 feet of the nearest edge of the right of way which from the main traveled way are not visible and are not recognizable as being commercial or industrial activities;

(E) Activities more than 660 feet from the nearest edge of the right of way;

(F) Activities conducted in a building principally used as a residence; and

(G) Railroad tracks and minor sidings.

(8) "Information center" means an area or site established and maintained at a safety rest area for the purpose of informing the public of places of interest within the state and providing such other information as the department may consider desirable.

(9) "Interstate system" or "interstate highway" means any road of the state highway system which is a portion of The Dwight D. Eisenhower System of Interstate and Defense Highways located within this state, as officially designated or as may hereafter be so designated by the department and approved by the United States Secretary of Transportation pursuant to the provisions of Title 23, Section 103, United States Code, or any limited-access highway as officially designated or as may hereafter be so designated by the department and approved by the United States Secretary of Transportation pursuant to the provisions of Title 23, Section 103, United States Code.

(10) "Maintain" means to allow to exist.

(11) "Main traveled way" means the traveled way of a highway on which through traffic is carried; and, in the case of a divided highway, it means the traveled way of each of the separated roadways for traffic traveling in opposite directions. It does not include such facilities as frontage roads, turning roadways, or parking areas.

(11.1) "Multiple message sign" means a sign, display, or device which changes the message or copy on



the sign electronically by movement or rotation of panels or slats.

(12) "Nonconforming sign" means a sign which was lawfully erected but which does not comply with state law or state regulations due to changes in state law or changes in rules and regulations since the date of erection of the sign.

(13) "Official signs and notices" means signs and notices erected and maintained by public officers or public agencies within their territorial or zoning jurisdiction and pursuant to and in accordance with direction or authorization contained in state, federal, or local law for the purpose of carrying out an official duty or responsibility. Historical markers authorized by state law and erected by state or local government agencies or nonprofit historical societies shall be considered official signs.

(14) "Outdoor advertising" or "sign" means any outdoor sign, light, display, device, figure, painting, drawing, message, placard, poster, billboard, or other thing which is designed, intended, or used to advertise or inform, any part of the advertising or information contents of which are visible from any place on the main traveled way of the interstate or primary highway systems.

(15) "Parkland" means any publicly owned land which is designated or used as a public park, recreation area, wildlife or waterfowl refuge, or historic site.

(16) "Primary system" or "primary highway" means the federal-aid primary system in existence on June 1, 1991, and any highway which is not on such system, but which is on the National Highway System, as officially designated or as may hereafter be so designated by the department and approved by the United States Secretary of Transportation pursuant to the provisions of Title 23, Section 103, United States Code.

(17) "Private" shall not mean, through the effect of this part, publicly owned property leased to others.

(18) "Public service signs" means signs located on school bus stop shelters, which signs identify the donor, sponsor, or contributor of said shelters and which contain safety slogans or messages which occupy not less than 60 percent of the sign area.

(19) "Public utility signs" means warning signs, informational signs, notices, or markers which are customarily erected and maintained by publicly or privately owned public utilities as essential to their operations.

(20) "Safety rest area" or "rest area" means an area or site established and maintained within or adjacent to the highway right of way, by or under public supervision or control, for the convenience of the traveling public.

(21) "Scenic area" means any area of particular scenic beauty or historical significance, as determined by the state, federal, or local officials having jurisdiction thereof, and includes interests in land which have been acquired for the restoration, preservation, and enhancement of scenic beauty.

(22) "Service club and religious notices" means signs or notices, whose erection is authorized by law, relating to religious services or to meetings of nonprofit service clubs or charitable associations, which signs do not exceed eight square feet in area.

(23) "Specific interest of the traveling public" means information regarding places offering lodging, food, motor vehicle fuels and lubricants, motor vehicle service and repair facilities, or any other service or product available to the general public, including, but not limited to, publicly or privately owned natural phenomena; historic, cultural, scientific, educational, or religious sites; and areas of natural scenic beauty or areas naturally suited for outdoor recreation.

(24) "Traveled way" means the portion of a roadway used for the movement of vehicles, exclusive of

shoulders.

(25) "Unzoned commercial or industrial areas" means those areas which are not zoned by state law or local ordinance and on which there is located one or more permanent structures devoted to an industrial or commercial activity or on which an industrial or commercial activity is actually conducted, whether or not a permanent structure is located thereon, and the area along the highway extending outward 600 feet from and beyond the edge of the activity in each direction and a corresponding zone directly across a primary highway which is not also a limited-access highway, when the same is not a public park, public playground, public recreational area, public forest, parkland, scenic area, cemetery, primarily residential, or locally zoned. All measurements shall be from the outer edges of the regularly used buildings, parking lots, or storage, processing, or landscaped areas of the commercial or industrial activity and not from the property lines of the activity and shall be along or parallel to the edge of the pavement of the highway.

(26) "Urban area" means an area included within the boundaries of an incorporated municipality having a population of 5,000 or more as determined by the latest available federal census and any area adjacent to such municipality, provided that such adjacent area is included within boundaries presently designated and fixed by the outdoor advertising urban area boundary maps and written records attached thereto on file in the office of the treasurer of the Department of Transportation.

(27) "Visible" means capable of being seen (whether or not legible) without visual aid by a person of normal visual acuity.

(28) "Would work a substantial economic hardship" means having the potential to cause a substantial negative economic effect in a defined area or areas, as may be demonstrated by a projected reduction in gross business sales, state and local sales taxes, and employment opportunities within the defined area or areas.

(29) "Zoned commercial or industrial areas" means those areas which are zoned for industrial or commercial activities pursuant to state or local zoning laws or ordinances as part of a comprehensive zoning plan. Strip zoning shall not be considered as a bona fide comprehensive zoning plan. Comprehensive zoning plans for the purposes of outdoor advertising only shall be approved by the board when an application for a permit has been made.

**HISTORY:** Ga. L. 1967, p. 423, § 2; Ga. L. 1971, Ex. Sess., p. 5, § 2; Code 1933, § 95A-914, enacted by Ga. L. 1973, p. 947, § 1; Ga. L. 1974, p. 1422, §§ 22, 23; Ga. L. 1977, p. 263, § 1; Ga. L. 1979, p. 1086, § 2; Ga. L. 1980, p. 1017, §§ 2, 3; Ga. L. 1982, p. 3, § 32; Ga. L. 1996, p. 1052, §§ 1, 2; Ga. L. 2000, p. 136, § 32; Ga. L. 2005, p. 601, § 4/SB 160.

**O.C.G.A. § 35-1-7**

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TITLE 35. LAW ENFORCEMENT OFFICERS AND AGENCIES  
CHAPTER 1. GENERAL PROVISIONS

O.C.G.A. § 35-1-7 (2007)

§ 35-1-7. Liability of law enforcement officers performing duties at the scene of an emergency

A law enforcement officer shall not be liable at law for any action or actions done while performing any duty at the scene of an emergency except for gross negligence, willful or wanton misconduct, or malfeasance. As used in this Code section, the term "law enforcement officer" means any peace officer who is employed by this state or any political subdivision thereof and who is required by the terms of his employment, whether by election or appointment, to give his full time to the preservation of public order or the protection of life and property or the prevention of crime. Such term shall include sheriffs and deputy sheriffs.

**HISTORY:** Code 1933, § 3-1004.3, enacted by Ga. L. 1981, p. 655, § 1.

**O.C.G.A. § 38-3-35**

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TITLE 38. MILITARY, EMERGENCY MANAGEMENT, AND VETERANS AFFAIRS  
CHAPTER 3. EMERGENCY MANAGEMENT  
ARTICLE 2. ORGANIZATION AND ADMINISTRATION

O.C.G.A. § 38-3-35 (2007)

§ 38-3-35. Immunity of state and political subdivisions; of emergency management workers

(a) Neither the state nor any political subdivision of the state, nor the agents or representatives of the state or any political subdivision thereof, shall be liable for personal injury or property damage sustained by any person appointed or acting as a volunteer emergency management worker or member of any agency engaged in emergency management activity. The foregoing shall not affect the right of any person to receive benefits or compensation to which he might otherwise be entitled under Chapter 9 of Title 34, Code Section 38-3-30, any pension law, or any act of Congress.

(b) Neither the state nor any political subdivision of the state nor, except in cases of willful misconduct, gross negligence, or bad faith, the employees, agents, or representatives of the state or any political subdivision thereof, nor any volunteer or auxiliary emergency management worker or member of any agency engaged in any emergency management activity complying with or reasonably attempting to comply with Articles 1 through 3 of this chapter; or any order, rule, or regulation promulgated pursuant to Articles 1 through 3 of this chapter, or pursuant to any ordinance relating to precautionary measures enacted by any political provisions of Articles 1 through 3 of this chapter, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state shall be liable for the death of or the injury to person or for damage to property as a result of any such activity.

**HISTORY:** Ga. L. 1951, p. 224, § 17; Ga. L. 1973, p. 74, § 8; Ga. L. 1981, p. 389, § 2; Ga. L. 1982, p. 3, § 38.

**O.C.G.A. § 40-6-273.1**

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TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-273.1 (2007)

§ 40-6-273.1. Instruction to drivers to provide certain information to other parties

The law enforcement officer at the scene of an accident required to be reported in accordance with the provisions of Code Section 40-6-273 shall instruct the driver of each motor vehicle involved in the accident to report the following to all other parties suffering injury or property damage as an apparent result of the accident:

- (1) The name and address of the owner and the driver of the motor vehicle;
- (2) The license number of the motor vehicle; and
- (3) The name of the liability insurance carrier for the motor vehicle or the fact that such driver has a certificate of self-insurance issued pursuant to Code Section 33-34-5.1.

**HISTORY:** Code 1981, § 40-6-273.1, enacted by Ga. L. 1994, p. 831, § 1; Ga. L. 2000, p. 1246, § 17.

**O.C.G.A. § 40-6-273**

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TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-273 (2007)

§ 40-6-273. Duty to report accident resulting in injury, death, or property damage

The driver of a vehicle involved in an accident resulting in injury to or death of any person or property damage to an apparent extent of \$500.00 or more shall immediately, by the quickest means of communication, give notice of such accident to the local police department if such accident occurs within a municipality. If such accident occurs outside a municipality, such notice shall be given to the office of the county sheriff or to the nearest office of the state patrol.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, § 45; Ga. L. 1978, p. 1494, § 1; Code 1981, § 40-6-274; Code 1981, § 40-6-273, as redesignated by Ga. L. 1990, p. 2048, § 5; Ga. L. 1994, p. 97, § 40; Ga. L. 1994, p. 363, § 1

**O.C.G.A. § 40-6-275**

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TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-275 (2007)

§ 40-6-275. Duty to remove vehicle from public roads; removal of incapacitated vehicle from state highway

- (a) Any other provision of this article or any other law to the contrary notwithstanding, motor vehicles involved in traffic accidents and the drivers of such motor vehicles shall be subject to the provisions of this Code section.
- (b) This Code section shall apply to motor vehicle traffic accidents which occur on the public roads of this state as defined in paragraph (24) of Code Section 32-1-3. Any violation of this Code section shall be punishable as a misdemeanor pursuant to Code Section 40-6-1.
- (c) When a motor vehicle traffic accident occurs with no apparent serious personal injury or death, it shall be the duty of the drivers of the motor vehicles involved in such traffic accident, or any other occupant of any such motor vehicle who possesses a valid driver's license, to remove said vehicles from the immediate confines of the roadway into a safe refuge on the shoulder, emergency lane, or median or to a place otherwise removed from the roadway whenever such moving of a vehicle can be done safely and the vehicle is capable of being normally and safely driven, does not require towing, and can be operated under its own power in its customary manner without further damage or hazard to itself, to the traffic elements, or to the roadway. The driver of any such motor vehicle may request any person who possesses a valid driver's license to remove any such motor vehicle as provided in this Code section, and any such person so requested shall be authorized to comply with such request.
- (d) The driver or any other person who has removed a motor vehicle from the main traveled way of the road as provided in subsection (c) of this Code section before the arrival of a police officer shall not be considered liable or at fault regarding the cause of the accident solely by reason of moving the vehicle pursuant to this Code section.
- (e) This Code section shall not abrogate or affect a driver's duty to file any written report which may be required by a local law enforcement agency, but compliance with the requirements of this Code section shall not allow a driver to be prosecuted for his or her failure to stop and immediately report a traffic accident.
- (f) This Code section shall not abrogate or affect a driver's duty to stop and give information in accordance with law, nor shall it relieve a police officer of his or her duty to render a report in accordance with law.
- (g) Employees of the Department of Transportation, in the exercise of the management, control, and maintenance of the state highways, may require and assist in the removal from the main traveled way of roads on the state highway system of all vehicles incapacitated from any cause other than having been

involved in a motor vehicle accident and of all vehicles incapacitated as a result of motor vehicle traffic accidents and of debris caused thereby when such motor vehicle accidents occur with no apparent serious personal injury or death, where such move can be accomplished safely by the drivers of the vehicles involved or with the assistance of a towing or recovery vehicle and will result in the improved safety or convenience of travel upon the road. However, a vehicle incapacitated as a result of a motor vehicle traffic accident with apparent serious personal injury or death may not be moved until the enforcement officer has made the necessary measurements and diagrams required for the initial accident investigation.

**HISTORY:** Ga. L. 1974, p. 969, § 1; Ga. L. 1977, p. 742, §§ 1, 2; Code 1981, § 40-6-276; Code 1981, § 40-6-275, as redesignated by Ga. L. 1990, p. 2048, § 5; Ga. L. 1993, p. 370, § 2; Ga. L. 1994, p. 97, § 40; Ga. L. 1999, p. 904, § 2; Ga. L. 2004, p. 896, § 1..



**O.C.G.A. § 40-6-276**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 6. UNIFORM RULES OF THE ROAD  
ARTICLE 12. ACCIDENTS

O.C.G.A. § 40-6-276 (2007)

§ 40-6-276. Duty of driver of wrecker truck

(a) The driver of each wrecker truck towing away any vehicle from the scene of a wreck shall also take away all parts belonging to the vehicle which he is towing away, or, if they consist of small parts or broken glass, he shall clear the streets of said small parts or glass, unless the driver is ordered not to do so by the investigating police officer due to circumstances at the scene of the accident.

(b) Any person violating subsection (a) of this Code section shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine not to exceed \$100.00.

**HISTORY:** Ga. L. 1970, p. 445, §§ 1, 2; Ga. L. 1982, p. 3, § 40; Code 1981, § 40-6-277; Code 1981, § 40-6-276, as redesignated by Ga. L. 1990, p. 2048, § 5.

**O.C.G.A. § 40-8-7**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 8. EQUIPMENT AND INSPECTION OF MOTOR VEHICLES  
ARTICLE 1. EQUIPMENT GENERALLY  
PART 1. GENERAL PROVISIONS

O.C.G.A. § 40-8-7 (2007)

§ 40-8-7. Driving unsafe or improperly equipped vehicle; punishment for violations of chapter generally; vehicle inspection by law enforcement officer without warrant

(a) No person shall drive or move on any highway any motor vehicle, trailer, semitrailer, or pole trailer, or any combination thereof, unless the equipment upon any and every such vehicle is in good working order and adjustment as required in this chapter and the vehicle is in such safe mechanical condition as not to endanger the driver or other occupant or any person upon the highway.

(b) It is a misdemeanor for any person to drive or move, or for the owner to cause or knowingly permit to be driven or moved, on any street or highway any vehicle or combination of vehicles:

(1) Which is in such unsafe condition as to endanger any person;

(2) Which does not contain those parts or is not at all times equipped with such lights and other equipment in proper condition and adjustment as required in this chapter; or

(3) Which is equipped in any manner in violation of this chapter.

(c) It is also a misdemeanor for any person to do any act forbidden or fail to perform any act required under this chapter.

(d) Any vehicle suspected of being operated in violation of this article may be the subject of an inspection conducted by any law enforcement officer who has reason to believe such violation is occurring, without the necessity of obtaining a warrant to permit such inspection.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, §§ 102, 123; Ga. L. 1963, p. 333, § 1; Code 1933, § 68E-107, enacted by Ga. L. 1982, p. 165, § 4; Code 1981, § 40-8-7, enacted by Ga. L. 1982, p. 165, § 10; Ga. L. 1994, p. 97, § 40.

**O.C.G.A. § 40-8-200**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 40. MOTOR VEHICLES AND TRAFFIC  
CHAPTER 8. EQUIPMENT AND INSPECTION OF MOTOR VEHICLES  
ARTICLE 3. INSPECTIONS BY OFFICERS OF DEPARTMENT OF PUBLIC SAFETY

O.C.G.A. § 40-8-200 (2007)

§ 40-8-200. Inspection of vehicles by officers of the Department of Public Safety; issuance of certificate of inspection; procedure

(a) The commissioner of public safety and members of the Department of Public Safety, and such other officers and employees of the department as the commissioner may designate, may at any time, upon reasonable cause to believe that a vehicle is unsafe or not equipped as required by law or that its equipment is not in proper adjustment or repair, require the driver of such vehicle to stop and submit such vehicle to an inspection and such tests with reference thereto as may be appropriate.

(b) In the event such vehicle and its equipment are found to be in safe condition and in full compliance with the law, the officer making such an inspection shall issue to the driver an official certificate of inspection and approval of such vehicle specifying those parts or equipment so inspected and approved.

(c) In the event such vehicle is found to be in unsafe condition or any required part or equipment is not present or is not in proper repair and adjustment, the officer shall give a written notice to the driver and shall send a copy to the department. Such notice shall require that such vehicle be placed in safe condition and its equipment in proper repair and adjustment specifying the particulars with reference thereto and shall require that a certificate of inspection and approval be obtained within 30 days.

**HISTORY:** Ga. L. 1953, Nov.-Dec. Sess., p. 556, § 124; Ga. L. 1960, p. 950, § 1; Ga. L. 1963, p. 333, § 1; Ga. L. 1965, p. 188, § 2.

## O.C.G.A. § 40-11-3

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\*\*\* Current through the 2007 Regular Session \*\*\*

### TITLE 40. MOTOR VEHICLES AND TRAFFIC CHAPTER 11. ABANDONED MOTOR VEHICLES ARTICLE 1. GENERAL PROVISIONS

O.C.G.A. § 40-11-3 (2007)

§ 40-11-3. When peace officers may remove vehicles from public property; notification requirements

(a) Any peace officer who finds a motor vehicle which has been left unattended on a public street, road, or highway or other public property for a period of at least five days shall be authorized to cause such motor vehicle to be removed to a garage or other place of safety, if such peace officer reasonably believes that the person who left such motor vehicle unattended does not intend to return and remove such motor vehicle.

(b) Any law enforcement officer who finds a motor vehicle which has been left unattended on the state highway system shall be authorized to cause such motor vehicle to be removed immediately to a garage or other place of safety when such motor vehicle poses a threat to public health or safety or to mitigate congestion. Any peace officer who finds a motor vehicle which has been left unattended on a public street, road, or highway or other public property, other than the state highway system, shall be authorized immediately to cause such motor vehicle to be removed immediately to a garage or other place of safety when such motor vehicle poses a threat to public health or safety or to mitigate congestion.

(c) Any peace officer who, under this Code section, causes any motor vehicle to be removed to a garage or other place of safety shall be liable for gross negligence only.

(d)(1) Any peace officer or the law enforcement agency which causes a motor vehicle to be removed to a garage or other place of safety or which is notified of the removal of a motor vehicle from private property shall within 72 hours from the time of removal or notice and if the owner is unknown attempt to determine vehicle ownership through official inquiries to the Department of Revenue vehicle registration and vehicle title files. These inquiries shall be made from authorized criminal justice information system network terminals.

(2) If the name and address of the last known registered owner of the motor vehicle is obtained from the Georgia Crime Information Center, the peace officer who causes the motor vehicle to be removed shall, within three calendar days, make available to the person removing such motor vehicle the name and address of the last known registered owner of such motor vehicle, the owner of the motor vehicle as recorded on the title of such vehicle, and all security interest holders or lienholders. If such information is not available, the peace officer shall, within three calendar days, notify the person removing or storing such vehicle of such fact.

(3) Law enforcement agencies shall make record entries in Georgia criminal justice information system files through authorized criminal justice information system network terminals after an unsuccessful attempt to obtain vehicle ownership information and shall remove the record entries when ownership is determined.

**HISTORY:** Ga. L. 1972, p. 342, § 3; Ga. L. 1980, p. 995, § 3; Ga. L. 1984, p. 548, § 2; Ga. L. 1988, p.

1750, § 2; Ga. L. 1990, p. 1657, § 7; Ga. L. 1993, p. 370, § 4; Ga. L. 1995, p. 663, § 2; Ga. L. 1996, p. 6, § 40; Ga. L. 1997, p. 143, § 40; Ga. L. 2000, p. 951, § 7-1; Ga. L. 2002, p. 415, § 40; Ga. L. 2005, p. 334, § 21-3/HB 501.

**O.C.G.A. § 50-21-23**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 50. STATE GOVERNMENT  
CHAPTER 21. WAIVER OF SOVEREIGN IMMUNITY AS TO ACTIONS EX CONTRACTU; STATE  
TORT CLAIMS  
ARTICLE 2. STATE TORT CLAIMS

O.C.G.A. § 50-21-23 (2007)

§ 50-21-23. Limited waiver of sovereign immunity

(a) The state waives its sovereign immunity for the torts of state officers and employees while acting within the scope of their official duties or employment and shall be liable for such torts in the same manner as a private individual or entity would be liable under like circumstances; provided, however, that the state's sovereign immunity is waived subject to all exceptions and limitations set forth in this article. The state shall have no liability for losses resulting from conduct on the part of state officers or employees which was not within the scope of their official duties or employment.

(b) The state waives its sovereign immunity only to the extent and in the manner provided in this article and only with respect to actions brought in the courts of the State of Georgia. The state does not waive any immunity with respect to actions brought in the courts of the United States.

**HISTORY:** Code 1981, § 50-21-23, enacted by Ga. L. 1992, p. 1883, § 1.

**O.C.G.A. § 50-21-24**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 50. STATE GOVERNMENT  
CHAPTER 21. WAIVER OF SOVEREIGN IMMUNITY AS TO ACTIONS EX CONTRACTU; STATE  
TORT CLAIMS  
ARTICLE 2. STATE TORT CLAIMS

O.C.G.A. § 50-21-24 (2007)

§ 50-21-24. Exceptions to state liability

The state shall have no liability for losses resulting from:

- (1) An act or omission by a state officer or employee exercising due care in the execution of a statute, regulation, rule, or ordinance, whether or not such statute, regulation, rule, or ordinance is valid;
- (2) The exercise or performance of or the failure to exercise or perform a discretionary function or duty on the part of a state officer or employee, whether or not the discretion involved is abused;
- (3) The assessment or collection of any tax or the detention of any goods or merchandise by any law enforcement officer;
- (4) Legislative, judicial, quasi-judicial, or prosecutorial action or inaction;
- (5) Administrative action or inaction of a legislative, quasi-legislative, judicial, or quasi-judicial nature;
- (6) Civil disturbance, riot, insurrection, or rebellion or the failure to provide, or the method of providing, law enforcement, police, or fire protection;
- (7) Assault, battery, false imprisonment, false arrest, malicious prosecution, abuse of process, libel, slander, or interference with contractual rights;
- (8) Inspection powers or functions, including failure to make an inspection or making an inadequate or negligent inspection of any property other than property owned by the state to determine whether the property complies with or violates any law, regulation, code, or ordinance or contains a hazard to health or safety;
- (9) Licensing powers or functions, including, but not limited to, the issuance, denial, suspension, or revocation of or the failure or refusal to issue, deny, suspend, or revoke any permit, license, certificate, approval, order, or similar authorization;
- (10) The plan or design for construction of or improvement to highways, roads, streets, bridges, or other public works where such plan or design is prepared in substantial compliance with generally accepted engineering or design standards in effect at the time of preparation of the plan or design;
- (11) Financing regulatory activities, including, but not limited to, examinations, inspections, audits, or other financial oversight activities;

(12) Activities of the Georgia National Guard when engaged in state or federal training or duty, but this exception does not apply to vehicular accidents; or

(13) Any failure or malfunction occurring before December 31, 2005, which is caused directly or indirectly by the failure of computer software or any device containing a computer processor to accurately or properly recognize, calculate, display, sort, or otherwise process dates or times, if the failure or malfunction causing the loss was unforeseeable or if the failure or malfunction causing the loss was foreseeable but the plan or design or both for identifying and preventing the failure or malfunction was prepared in substantial compliance with generally accepted computer and information system design standards in effect at the time of the preparation of the plan or design.

**HISTORY:** Code 1981, § 50-21-24, enacted by Ga. L. 1992, p. 1883, § 1; Ga. L. 1998, p. 850, § 2.



**O.C.G.A. § 51-1-1**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 51. TORTS  
CHAPTER 1. GENERAL PROVISIONS

O.C.G.A. § 51-1-1 (2007)

§ 51-1-1. Tort defined

A tort is the unlawful violation of a private legal right other than a mere breach of contract, express or implied. A tort may also be the violation of a public duty if, as a result of the violation, some special damage accrues to the individual.

**HISTORY:** Orig. Code 1863, § 2894; Code 1868, § 2900; Code 1873, § 2951; Code 1882, § 2951; Civil Code 1895, § 3807; Civil Code 1910, § 4403; Code 1933, § 105-101.

**O.C.G.A. § 51-1-29**

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\*\*\* Current through the 2007 Regular Session \*\*\*

TITLE 51. TORTS  
CHAPTER 1. GENERAL PROVISIONS

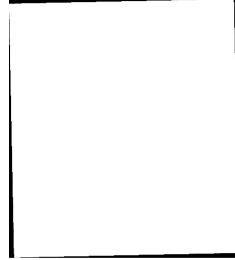
O.C.G.A. § 51-1-29 (2007)

§ 51-1-29. Liability of persons rendering emergency care

Any person, including any person licensed to practice medicine and surgery pursuant to Article 2 of Chapter 34 of Title 43 and including any person licensed to render services ancillary thereto, who in good faith renders emergency care at the scene of an accident or emergency to the victim or victims thereof without making any charge therefor shall not be liable for any civil damages as a result of any act or omission by such person in rendering emergency care or as a result of any act or failure to act to provide or arrange for further medical treatment or care for the injured person.

**HISTORY:** Ga. L. 1962, p. 534, § 1.

H.E.R.O. UNIT  
Student Manual – Section 2  
**GENERAL INFORMATION**



**“Legal & Liability Issues”**

**Exam**

**H.E.R.O. UNIT**  
**Legal Liability Issues**  
**EXAMINATION**

STUDENT \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

*Check  $\checkmark$  appropriate answer*

1. A vehicle is halfway on the shoulder and halfway in a travel lane on I-285. The driver is not there, however, the keys are in the ignition of the vehicle. ***Can you move the vehicle to the park & ride lot which is two exits away?***
- \_\_\_\_\_ **A.** Yes, because the DOT has the right to move vehicles out of the travel lanes of the highway.
- \_\_\_\_\_ **B.** Yes, because there has been no apparent injury, death or extensive damage.
- \_\_\_\_\_ **C.** No, because H.E.R.O.'s generally do not have the authority to move the vehicle past the shoulder of the highway.
- \_\_\_\_\_ **D.** None of the above.
2. You arrive at the scene of an incident on I-75 and the traffic is horrible because it is rush hour. One of the vehicles involved in the incident is a flat bed truck with 50 gallon steel drums which appear to be leaking and there is steam and a pungent smell coming from them. ***Which of the following is the best course of action for a H.E.R.O. operator to follow under these circumstances?***
- \_\_\_\_\_ **A.** Since traffic is so bad, give the truck transporting the materials a push to the side of the road, even though this will cause some spillage of materials on the roadway.
- \_\_\_\_\_ **B.** Call law enforcement and the fire department and wait for their instructions.
- \_\_\_\_\_ **C.** Ignore the situation since this is a situation that will be controlled by the fire department anyway.
- \_\_\_\_\_ **D.** None of the above.

3. You arrive at the scene of an incident where a vehicle has hit the column of a bridge and the vehicle has come to rest in a travel lane. The driver is being loaded into an ambulance to be transported to the hospital for care and the police have not yet finished their investigation. **What should you do, as a H.E.R.O. operator?**

\_\_\_\_\_ A. Ignore the situation and continuing patrolling your assigned route, since the police are in control of the incident scene.

\_\_\_\_\_ B. Move the vehicle if the driver gives you his/her permission to do so.

\_\_\_\_\_ C. Push the vehicle to the shoulder with the HERO vehicle and call a tow truck for recovery.

\_\_\_\_\_ D. Wait for the police to finish their investigation and then move the vehicle from the travel lanes.

4. On your way from the GDOT shop to the interstate, you find a car stalled in the middle of a city street. **Your best course of action is:**

\_\_\_\_\_ A. Call the TMC and request the local police department to handle the situation, since it is not within your jurisdiction.

\_\_\_\_\_ B. Ignore the situation and return to the HERO headquarters.

\_\_\_\_\_ C. Use your push bumper to push the vehicle from the travel lane to a safe area.

\_\_\_\_\_ D. Check and see if the car has valid plates before using your push bumper to push the vehicle to the shoulder.

5. You are pushing a stalled vehicle with Tennessee plates out of a travel lane on I-85, but you failed to activate your emergency warning lights, which is required for a situation such as this. Another driver crashes into both your truck and the vehicle you were pushing, which turns out to be uninsured. **Which of the following statement is true?**

\_\_\_\_\_ A. The state of Tennessee is at fault because a vehicle with Tennessee plates did not have liability insurance.

\_\_\_\_\_ B. The owner of the stalled vehicle which is being pushed is liable because he/she did not have liability insurance.

\_\_\_\_\_ C. The State of Georgia is liable because one of its employees pushed a vehicle that didn't have liability insurance.

\_\_\_\_\_ D. The HERO operator is not liable because the State Tort Claims Act would protect him/her for actions carried out within the scope of employment, but the State of Georgia may be liable.

6. You provide a jumpstart to a mother with a young child in the car who is not in a child restraint seat. **You can:**
- A. Forcibly stop her from driving off due to the fact that you are an employee of the GDOT charged with enforcing the rules of the road.
  - B. Take her license number and provide the information to the State Highway Patrol who will send her a ticket later.
  - C. Advise her that she is violating the law and that you are going to call the State Highway Patrol who will then write her a ticket if she is caught.
  - D. None of the above.
7. You are operating your electronic flashing arrow board to move traffic to another lane as part of a larger effort to secure and protect an incident scene. The sign malfunctions and directs traffic into the wrong lanes, causing a chain reaction of secondary crashes which involves 10 cars. **You are:**
- A. Personally liable because you are the one that turned on the arrow board.
  - B. Personally liable because employees of the DOT have ultimate responsibility for the highways and all crashes which occur on those facilities.
  - C. Not liable because your actions were within the scope of your employment and these types of claims are generally protected by the State Tort Claims Act.
  - D. None of the above.
8. You arrive at the scene of an incident where both vehicles are partially blocking the travel lanes. Both vehicles have what appears to be extensive property damage, but neither driver is present. One of the vehicles has blood all over the upholstery. **Which of the following is true?**
- A. You can move both vehicles because no one is there, so there must not have been any injuries.
  - B. You can move the car without the blood on the upholstery, because it is probably true that no-one was injured in that vehicle.
  - C. You cannot move either vehicle until law enforcement investigates the incident because both vehicles were damaged extensively.
  - D. None of the above.

9. You are returning home from the Braves game after a hard fought victory over the Marlins. You stop to help at the scene of an incident even though you are off duty. One of the injured persons appears to need CPR. You administer CPR, during which the victim sustains two broken ribs. **You are:**

\_\_\_\_\_ **A.** Not liable because you would be covered by the Good Samaritan statute.

\_\_\_\_\_ **B.** Not liable because you are certified in CPR training.

\_\_\_\_\_ **C.** Probably liable because you applied too much force during the CPR.

\_\_\_\_\_ **D.** Not liable because the victim has been drinking.

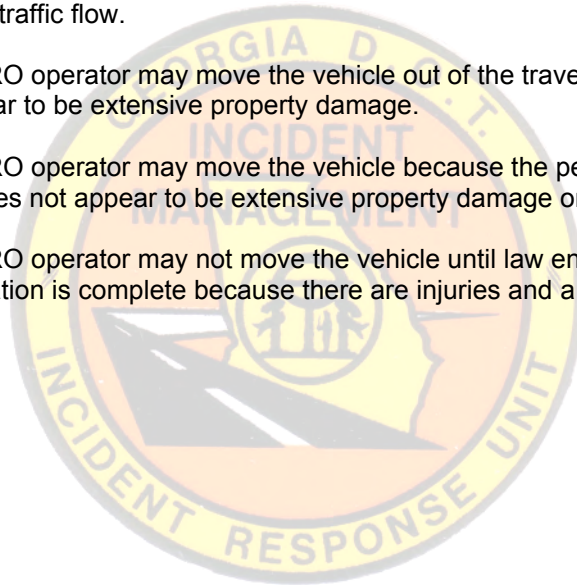
10. You arrive at the scene of an incident and the vehicle is in a travel lane of I-75. The driver does not appear to be injured and the car is not too badly damaged to drive, however, the passenger is unconscious. You can't tell, but you think he may be dead. **Which of the following is true?**

\_\_\_\_\_ **A.** The HERO operator may move the vehicle out of the travel lane because it would improve traffic flow.

\_\_\_\_\_ **B.** The HERO operator may move the vehicle out of the travel lane because there does not appear to be extensive property damage.

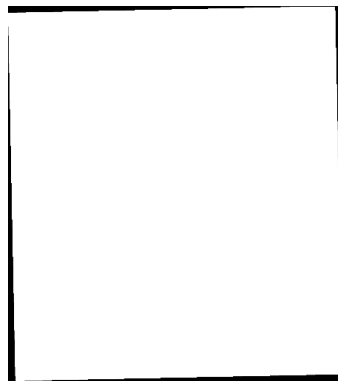
\_\_\_\_\_ **C.** The HERO operator may move the vehicle because the person is probably dead and there does not appear to be extensive property damage or another type of injury.

\_\_\_\_\_ **D.** The HERO operator may not move the vehicle until law enforcement completes its investigation is complete because there are injuries and a possible fatality.



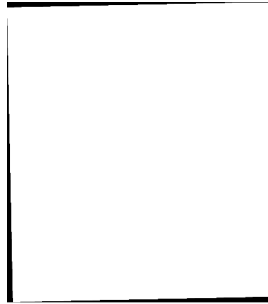
# HERO UNIT STUDENT TRAINING MANUAL

## 3. PERSONAL





HERO UNIT  
Student Manual - Section 3  
**PERSONAL SAFETY**



**1. GDOT Safety Policies & Procedures**

- Course Overview
- Department Safety Policies & Procedures
- Visual Aid – See “**GDOT Safety Policies & Procedures**” PowerPoint presentation
- *No Training Notes or Exam*

**2. Streetwise**

- Course Overview
- Instructor’s Training Notes
- Visual Aid – See “**Streetwise**” PowerPoint presentation
- Exam
- Answer Key

**3. Certified Flagger Training**

- Course Overview
- *Existing Lesson Plan & Exam*

**4. Commercial Drivers License**

- Course Overview
- CDL Training Manual
- Visual Aid – See “**CDL**” PowerPoint presentation
- Pre-Test Exams
- Answer Keys

**5. Defensive Driving**

- Course Overview
- *Lesson Plan & Exam provided by National Safety Council*

**6. Emergency Vehicle Operation Course (EVOC)**

- Course Overview
- Training provided by the GPSTC

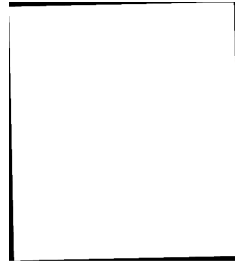
## **7. Bloodborne Pathogens**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*
- Visual Aid – See “**Bloodborne Pathogens**” PowerPoint presentation

## **8. Hazardous Materials Awareness**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Georgia DOT Safety Policies & Procedures”**

**Course Overview**

The purpose of this course is to review established Departmental **Safety** Policies and Procedures. While some of these policies may not be applicable to the HERO Operators, they will affect us indirectly as employees of the Department of Transportation.



**2G-12**

# **Restriction of Through Truck Movement in Atlanta**

## **Board Policy**

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*Document last updated 08-January-1996*

[See document history](#)

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. . . The State Transportation Board deems it necessary to restrict through truck movements to bypass Atlanta by use of Interstate 285 and to not travel inside this perimeter highway on any numbered interstate route, in accordance with the definitions and criteria established by the Commissioner. Said restrictions to become effective on December 1, 1978, and to remain in effect unless otherwise altered by this Board.

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*End of document: 2G-12*

**Document History:**

- adopted: 10/19/78 (U-400)
- added to TOPPS: 01/08/96



Transportation  
Online  
Policy &  
Procedure  
System

GEORGIA DEPARTMENT OF TRANSPORTATION

**2H-2**

## **Employee Safety**

### **Board Policy**

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*Document last updated 08-January-1996*

[See document history](#)

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All supervisors are directed that Employee Safety is to be their highest priority, and deviations from the safety standards and policies of the Department shall be cause for immediate disciplinary action. . . They also (are to) be made aware of the importance that (the) Board places on the matter of Employee Safety, including but not limited to the instruction and enforcement of all safety practices, policies, standards, and guidelines.

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*End of document: 2H-2*

**Document History:**

- adopted: 08/21/80 (V-81)
- added to TOPPS: 01/08/96



GEORGIA DEPARTMENT OF TRANSPORTATION

Transportation  
Online  
Policy &  
Procedure  
System

**3A-10**

## ***Employee Safety Program***

### **Commissioner's Policy**

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[\*See document history\*](#)

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In order to insure that management is doing its part to improve the Department's safety record, the Departmental Accident Review Panel was created in 1979. The panel shall meet no less than once a quarter to review all preventable motor vehicle accidents and any corrective measures taken. The panel shall identify trends and problems in order to develop corrective policies.

The Departmental Accident Review Panel shall consist of:

1. the Director of Field Districts;
2. the Director of Administration
3. the State Safety Manager;
4. the State Risk Manager;
5. the District Safety Officers;
6. safety representatives from the Office of Materials and Research, the Office of Equipment Management, HERO Operations and Traffic Operations.

The Director of Field Districts shall serve as chairperson of the panel.

Your cooperation and personal involvement in our departmental safety program is encouraged and will greatly aid us in reducing accidents and injuries.

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***End of document: 3A-10***



Transportation  
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Policy &  
Procedure  
System

GEORGIA DEPARTMENT OF TRANSPORTATION

6670-2

## *Reporting of Major Highway Accidents or Incidents*

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[See document history](#)

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The Federal Highway Administration's (FHWA) "Alert Bulletin Procedures" document outlines the traffic accident events that are to be reported to them. Contact the Office of Traffic Operations (Transportation Management Center/TMC) in the event of an accident or incident that meets one or more of the below criteria:

- a. Any accident/incident resulting in multiple fatalities, numerous injuries or significant property damage resulting from fire, explosion or the release of hazardous materials which necessitates the evacuation of the immediate area or the closing of any road, street or highway,
- b. Any highway accident involving the deaths of five or more persons,
- c. Any accident involving a school bus which results in fatalities and/or disabling injuries,
- d. Any incident that causes a major highway to be closed for more than 24 consecutive hours, except for scheduled closures (maintenance, construction, etc.) where the public has been notified in advance via the media,
- e. Any incident that causes major damage to highway infrastructure,
- f. Any bridge failure or closure. (advise if the closure resulted from bridge inspections.)
- g. Any highway incident involving motor carriers resulting in fire, explosion, or the release of hazardous materials that necessitates the evacuation of the immediate area.
- h. Any chain reaction incident where more than 20 vehicles are involved, regardless of the number of injuries and period of road closure.

To make notifications, call the Transportation Management Center in Atlanta at 404-635-6800 or 1-888-635-8287. Provide all pertinent incident details. TMC staff will then contact the FHWA with the incident details.

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*Authored by the Office of Traffic Operations, 404-635-8038*

***Document History:***

- added to Manual of Guidance: 06/01/89
  - revised: 05/01/92
  - revised and added to TOPPS: 11/07/97
  - 'g' and 'h' added to be in compliance with the FHWA's Alert Bulletin Procedures:  
10/30/06
-





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GEORGIA DEPARTMENT OF TRANSPORTATION

6670-3

## *Smoke and Fog Strategy*

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[See document history](#)

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This directive concerns smoke, smog, and/or fog incidents that restrict visibility or sight distance on highways. These conditions can be hazardous to drivers when they develop along or over highways within the State. Therefore, it has become necessary to formalize a strategy to address these potential problems. Effective immediately, each District Engineer shall ensure the following actions are carried out:

1. The Department should make clear an interest in lending support in response to those smoke, smog, and/or fog conditions which could prove hazardous to the traveling public.
2. Encouragement should be offered to the general public, news media, and affected public agencies (including the Georgia State Patrol and the Georgia Forestry Commission), to notify the Department when they become aware of potential threats to the safety and well being of the traveling public from smoke, smog, or fog.
3. The Georgia Forestry Commission (GFC) has agreed to cooperate by reporting to the nearest Georgia State Patrol (GSP) headquarters the existence of limited visibility conditions and location(s) when it becomes aware of potential problems through either its planned programs of burning and/or accidental fires which can contribute to this hazard.
4. Upon notification, Georgia State Patrol will dispatch a unit to the scene, if available, to assess the situation. If action is necessary, the State Patrol post will notify the appropriate DOT District Office and the GFC, and will attempt to contact the appropriate local media to advise of the situation. GSP will continue to monitor the scene, as resources allow, until the reduced visibility has dissipated. GSP will make routine checks of major highways, as resources permit, near large controlled burns or wildfires to monitor any potential problem sites.
5. Upon notification from any source (other than GSP) of potential problems, the Department should immediately contact the GSP to verify the reports and request their assistance in apprising the severity of the problem and the impact on highway safety.

6. When reports of threats to the safety of the traveling public are verified from either the GSP, or the Department's own surveillance by maintenance or other personnel, a response will be triggered and comprised of the following:
  - a. The Area Engineer or their designee will visit the site and determine the appropriate traffic control strategy to be developed for the incident.
  - b. The District Traffic Operations Engineer shall assist in the selection of strategy or assessment of needs, upon request.
  - c. The traffic control strategy for consideration shall include, but not be limited to, any one or more of the following:

Closing the road entirely, using alternative routes, deploying pilot car techniques, displaying advance signage and/or warning lights, narrowing the road to a single lane approach, notifying the local media, and other actions.

- d. The Transportation Management Center (TMC) in Atlanta shall be notified of any verified smoke, smog and/or fog incidents. Include the county, location and traffic control strategies being employed when making notifications. The TMC can be reached at 1 888-635-8287.

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### Action Procedures For Reduced-Visibility Driving Situations on State Roads

Role and Responsibility			
Condition	Georgia Forestry Commission	Georgia State Patrol	Department of Transportation
Smoke, Smog, Etc.	<p>Report to the nearest Georgia State Patrol headquarters the existence of limited visibility conditions and location.</p> <p>Coordinate with DOT District Officials to ensure that signs are properly posted.</p> <p>Advise the GSP of the existence of large controlled burns or wildfires in the vicinity of state roadways.</p>	<p>Will dispatch a unit to the scene, if available, to assess the situation. If the investigating trooper believes that action is necessary, the post will notify DOT, GFC, and will attempt to contact appropriate local media outlets to notify them of the situation. Will continue to monitor the scene, as resources permit, until the smoke has dissipated.</p> <p>Will make routine checks of major highways, as resources permit, near large controlled burns or wildfires to monitor</p>	<p>Upon notification at the District level, dispatch crews with signs to the scene. This crew will be responsible for proper placement of warning signs. Furnish additional traffic control as requested.</p> <p>Notify the Transportation Management Center (TMC) in Atlanta of the situation. Provide updates as necessary.</p>

		<p>any potential problems.</p> <p>Will carry out these functions as a means of providing law enforcement, police, and fire protection services to further the safety of the motoring public.</p>	
Fog	<p>Advise the Georgia State Patrol of the existence of fires in the vicinity of state roadways.</p> <p>Refuse permits for outdoor burning until the problem dissipates.</p>	<p>Will make routine checks of major highways, as resources permit, near large controlled burns or wildfires to monitor any potential problems.</p> <p>Will carry out these functions as a means of providing law enforcement, police, and fire protection services to further the safety of the motoring public.</p> <p>*SEE NOTE BELOW</p>	*SEE NOTE BELOW
<p>*NOTE: Fog is often so widespread that it would be logistically impossible to address, however an isolated patch of fog with sufficient density to severely hamper visibility or sight distance should be treated the same as smoke, smog, etc.</p>			

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*Authored by the Office of Traffic Operations, 404-635-8038*

***Document History:***

- added to Manual of Guidance: 05/11/79
  - revised: 01/17/89
  - added to TOPPS: 04/03/96
  - revised: 10/6/00
  - paragraphs 2 and 8 of previous version deleted: 1/15/02
  - revised to clarify the roles and responsibilities of the Departments involved when reduced visibility situations exist: 10/30/06
-



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GEORGIA DEPARTMENT OF TRANSPORTATION

**5250-1**

## ***Certified Flaggers on All Work Done on State Route System***

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[See document history](#)

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After July 1, 1988 all flaggers doing any flagging on the State Highway System must have received training and a certificate upon completion of the training from a Department approved training program. This includes all Utility and Permit location operations. All costs for providing certified flaggers will be borne by the contractor and/or utility companies.

Failure to provide certified flaggers as required above shall be reason for suspending work regarding the flagger(s) until a certified flagger can be provided.

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***Authored by the Office of Construction, 404-656-5306***

***Document History:***

- added to Manual of Guidance: 11/30/87
  - added to TOPPS: 04/03/96
  - reviewed: 05/09/07
-



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GEORGIA DEPARTMENT OF TRANSPORTATION

5250-2

## *Reduced Speed Limits in Work Zones*

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[\*See document history\*](#)

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### **A. Purpose**

This TOPPS directive provides for the reduction of speed limits in construction and maintenance work zones located on or adjacent to any street or highway in accordance with Department policy and Georgia law. Generally, temporary speed limit reductions in work zones should be implemented only for areas where workers are present, or where roadway or roadside conditions are of concern due to construction or maintenance activities.

To reduce the speed limit in any Temporary Traffic Control Zone and be in compliance with Georgia Law (Code Section 40-6-188) the following guidelines and procedures shall be followed.

### **B. Responsibility**

The Department shall be responsible for determining the appropriate speed limit reduction for all roadways under its supervision. For a construction project let to contract, the contractor may request a reduction of the existing speed limit; however, the Department shall make the final determination.

The Project Engineer responsible for the construction project or the Maintenance Foreman/Superintendent responsible for the maintenance activity requiring the reduced speed zone will be responsible for reviewing and determining the appropriate reduction in the speed limit, its duration, and the length of the work zone. A temporary speed reduction zone will be established for a section of roadway according to an identified need. A speed reduction will not be put in place for the entire length of the project unless conditions warranting the speed reduction are present for the entire project length. When establishing a reduced speed zone, the minimum reduction of the posted speed limit typically should be no less than 10 mph and the maximum reduction shall be no greater than 20 mph.

## C. Documentation

The appropriate Project Engineer or the Worksite Traffic Control Supervisor for the Contractor shall record in a diary the date and time that each temporary speed reduction zone is installed and removed, the limits of the zone, and, if applicable, the traffic direction. Any reduction in the established speed limit shall have the written approval of the Project Engineer before the contractor will be allowed to reduce the speed limit. The Maintenance Foreman/Superintendent shall record the above information for Maintenance work zones.

## D. Signing Requirements

To temporarily reduce the speed limit in any construction or maintenance area and be in compliance with O.C.G.A. 40-6-188, the following sequence of signs as detailed in [attachment](#) shall be required:

1. At a minimum of 600 feet in advance of the beginning of the reduced speed zone, a standard R2-5a (REDUCED SPEED AHEAD) sign shall be erected.
2. If the speed limit is to be reduced a total of 20 mph, a standard R2-1 (SPEED LIMIT XX) sign shall be erected at a minimum of 600 feet in advance of the beginning of the reduced speed zone in order to reduce the speed in 10 mph increments.
3. A standard R2-1 (SPEED LIMIT XX) sign shall be erected 600 feet past the previous sign erected in Step 1 or 2.
4. Intermediate R2-1 (SPEED LIMIT XX) signs shall be erected at intervals not to exceed one mile within the reduced speed zone.
5. A standard R2-1 (SPEED LIMIT XX) shall be erected 600 feet past the work zone. This sign shall post the normal speed limit for the roadway.

All existing speed limit signs shall be covered or removed while the temporary reduction in the speed limit is in effect. All signs shall be erected to comply with the minimum requirements of the MUTCD.

### **APPROVED:**

Wayne Shackelford, Commissioner

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*Authored by the Office of Construction, 404-656-5306*

### ***Document History:***

- added to Manual of Guidance: 07/01/95
  - added to TOPPS: 02/23/96
  - revised to delete requirement for local government concurrence and change signing requirements: 07/22/97
  - revised to add Worksite Traffic Control Supervisor: 07/02/04
  - reviewed: 07/21/06
-



7180-4

## *Back Up Alarm Systems*

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[See document history](#)

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Back up alarm systems are safety devices used on bi-directional vehicles and equipment, (those having a reverse gear). Bi-directional vehicles and equipment with an obstructed rear view are a safety concern. Because employee safety and the safety of the public are paramount, the Department has adopted the following policy.

1. Off road equipment, rolling stock or vehicles exceeding 8,600 gross vehicle weight rating (GVWR) cargo capacity which have a reverse gear and have an obstructed rear view that cannot be adequately/reasonably addressed with the placement of mirrors shall be equipped with a back up alarm system.
2. In all cases the operator/driver bears complete responsibility for insuring that the path behind their equipment is clear for backing. The operator shall be responsible for testing the back up alarm at the beginning and end of each work day to ensure that the system is working properly. The presence of a back up alarm system does not replace the need for a "spotter" and does not relieve the operator/ driver of the responsibility for the safe backing of the equipment.
3. Any equipment/vehicle requiring a back up alarm system should be backed with the assistance of a spotter. If the operator is alone in the vehicle/equipment, he/she should take the precaution of stopping/parking only in areas that allow movement of the vehicle/equipment without backing. If no other person is present the operator shall walk around the vehicle/equipment to determine that the path is clear for backing, (refer to item 2). In all cases the operator bears complete responsibility.
4. In the event an installed back up alarm system becomes inoperable, the system should be repaired, replaced in the field or brought into a repair shop the same day the system is identified as inoperable. If the equipment must be operated or moved before repairs can be made, a spotter shall be used for backing. If the system cannot be repaired the day it becomes inoperable, the vehicle/equipment shall be taken out of service until the alarm system is repaired/replaced. District Special Outfits field mechanics shall carry one back alarm as a spare in the event specialized equipment has a defective back alarm.

5. Disciplinary action, which may include dismissal from employment, shall be taken with respect to any operator and/or supervisor of the operator who knowingly or willfully violates this policy.

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*Authored by the Office of General Support, 404-656-5322*

***Document History:***

- added to TOPPS: 04/21/03
  - reviewed: 09/29/06
-





7180-5

## *Driver Safety Training*

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[See document history](#)

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The goal of the Department of Transportation is employee safety in every venue. In keeping with this goal, the following policy has been written.

Driver Safety Training, which is being taught by Department personnel, shall be a requirement of Department of Transportation Employees as follows:

1. Required:
  - a. Employees assigned a Department vehicle.
  - b. Employees using a Department vehicle in the routine performance of their assigned duties.
2. Optional:
  - a. Employees using a Department vehicle for infrequent business use may apply to take the course at their discretion with their supervisor's approval and will be admitted as class space permits.
  - b. All other Department employees may apply to take the course at their discretion with their supervisor's approval and will be admitted as class space permits.

The course must still be organized through the Office of Strategic Development and employees must adhere to all registration requirements.

Employees in 1(a) and (b) shall have priority and be registered first from the list of applicants for any given class date. Following these categories, employees in 2(a) will be registered. When all employees in these three categories on the waiting list for any given class date have been registered, employees in 2(b) will be registered.

Employees in 1(a) and (b) will be required to complete the course at three year intervals. Employees in 2(a) and (b) may re-apply to take the course once each three years and will be admitted as class space permits.

Contact the Safety Office for further information.

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***Document History:***

- added to TOPPS: 04/21/03
  - reviewed: 09/16/05
-



7180-7

## *Personal Protective Equipment Policy - Safety Vests/Garments*

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[\*See document history\*](#)

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The goal of the Department of Transportation is to ensure the safety of all employees. In keeping with this goal the following policy has been adopted.

All Department employees shall be required to wear an approved high visibility safety vest/garment while working within the rights of way of interstate highways, U.S. highways, state roads, any other public roads or any maintenance/construction project, hereafter referred to as a "recognized DOT work site". This is to include the loading and unloading of materials and/or the operation of equipment at any DOT facility or yard.

All visitors shall be required to wear the safety garment while visiting recognized DOT work sites as described above.

It shall be the responsibility of each employee to ensure that his/her safety vest/garment is kept clean/laundered to maintain the reflectivity and visibility the garment is designed to provide. The safety vest/garment shall be worn on top of all other clothing, jackets or garments. No employee shall be allowed to work at a DOT work site without the approved safety garment.

All employees subject to this policy shall be issued an approved safety vest/garment and will be required to sign the Issuing of Personal Protective Equipment Agreement, [DOT 1200](#).

The only exceptions to this policy are:

- Use of the Class III ANSI jacket available for employee purchase from the Engineers Association is acceptable.  
**NOTE:** This jacket may be purchased at your discretion and used in place of the approved GDOT issued safety garment but its use is not mandated under any circumstances.

- The operation of any ride vehicle while in transit.
- Fueling a ride vehicle at a DOT facility or yard.
- An employee making repairs and/or performing service to equipment inside a DOT facility or yard.

For purposes of this policy, a ride vehicle is DOT equipment with a prefix of 124, 125, 126, 127, 128, 400, 401, 402, and 404.

Violation of this policy shall be grounds for disciplinary action.

The process used to select and approve the vests/garments and other safety equipment may be read in the [MAP](#) Manual of Administrative Procedures. Issuance and replacement procedures may also be read in the [MAP](#) Manual of Administrative Procedures.

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*Authored by the Office of General Support, 404-656-5322*

***Document History:***

- added to TOPPS: 01/24/01
  - revised: 12/08/03
  - reviewed: 05/04/05
  - reviewed: 09/29/06
-



7180-8

## *Personal Protective Equipment Policy - Head Gear*

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[\*See document history\*](#)

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The goal of the Department of Transportation is to ensure the safety of all employees. In keeping with this goal the following policy has been adopted.

An official GDOT hardhat or GDOT approved soft ball type cap shall be worn at all times for the following conditions:

1. Working within State or County owned Rights of way.
2. Performing physical labor. Examples of such would include work around a maintenance headquarters, facility maintenance, asphalt plant operation, etc. Minor labor in an office type environment, such as moving files or furniture would be excluded.

**A hardhat SHALL be worn at all times for the following operations:**

- A. Mowing Operations
- B. RPM's lay down person
- C. Trenching/Ditching
- D. Vegetation Removal/Clearing
- E. Bridge Construction/Maintenance/Inspection
- F. In or around lift type equipment such as a basket, bucket, crane and snooper trucks
- G. Geotechnical drilling work
- H. Pile/Post driving
- I. Any/All overhead work or hazards
- J. Other activities as directed by a department manager or supervisor in charge of the work where the manager or supervisor deems it necessary to require a hardhat for safety purposes.

**The approved ball cap is allowed to be used in place of the approved GDOT hardhat except in the areas identified above;** however, it is understood that use of the approved ball cap offered by the Department is the employee's personal choice. The approved ball cap must be worn with the sun visor facing forward so that the GDOT logo is visible to anyone facing the GDOT employee. This will identify our employees when working with the police and emergency personnel and reflect a positive image for the Department.

The hardhat may still be used in all job activities as has always been the Department's policy. An approved hardhat or an approved ball cap will be provided to all GDOT personnel. Those persons performing the job functions listed above or involved in an operation designated by Department management as a hardhat area shall be issued an approved hardhat. The suggested guideline/motto to make this determination would be: IF IN DOUBT WEAR THE HARDHAT.

All employees subject to this policy shall be issued approved head gear and will be required to sign the Issuing of Personal Protective Equipment Agreement, [DOT 1200](#).

Violation of this policy shall be grounds for progressive discipline.

The process used to select and approve the head gear and other safety equipment may be read in the **MAP** Manual of Administrative Procedures. Issuance and replacement procedures may also be read in the **MAP** Manual of Administrative Procedures.

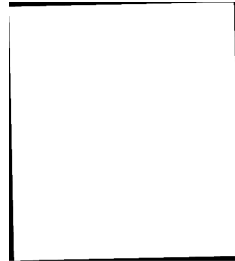
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*Authored by the Office of General Support, 404-656-5322*

***Document History:***

- added to TOPPS: 06/02/03
  - revised: 09/26/03
  - reviewed: 09/29/06
-

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Streetwise”**

**Course Overview**

This course is designed to inform the HERO operator of potential dangers that he/she may experience while performing their duties in the freeway environment.

# H.E.R.O. UNIT STREETWISE

## I. INTRODUCTION

This course is design to inform the HERO operator of the potential dangers he/she may experience while performing their assigned duties.

## II. THINGS TO REMEMBER

- a. Patrol means to look for “trouble”
- b. Realize the importance of your radio (Key piece of equipment)
- c. Always take the “Heads Up” approach when dealing with motorists

## III. THE “HEADS UP” APPROACH

- a. Do what it takes to get home every night
- b. Be a professional, for we do serve the people of Georgia
- c. Protect yourself and the person you are assisting

## IV. THE KEY

“When you arrive at the scene pf an incident...look at the totality of the circumstances, remembering that **AWARENESS IS THE KEY.**”

## V. CONDITIONS OF ALERTNESS

- a. White (Zombic) – daydreaming, in a state of sleep walking
- b. Yellow (Awareness) – alert, observant
- c. Orange (Specific Alert) – a gut feeling that something is wrong
- d. Red (Confirmation of Orange) – Your intuition was right, there is something wrong
- e. Black (Danger is confirmed you must confront or flee)

## VI. REMEMBER

“Always think about what you SEE and not what someone else is telling you”

## VII. WHAT IS AN EDP?

Emotional Disturbed Person



### **VIII. 3 TYPES OF EDP**

- a. Long Term – Chronically Ill
- b. Chemical Abuse – Drugs & Alcohol
- c. Short Term – Temporarily out of control, rage or extreme anger

### **IX. HOW TO HANDLE AN EDP**

- a. never underestimate the *strength* of an EDP
- b. call for back up, if needed
- c. stay alert
- d. try to calm the subject
- e. maintain a safe distance
- f. never crowd an EDP

### **X. ENVIRONMENTAL HAZARDS OF PATROLLING**

- a. traffic conditions
- b. unfamiliar surroundings
- c. geometric design of the roadway (vertical & horizontal alignment) which can make it difficult for you to be seen by approaching motorists.
- d. construction areas
- e. areas with no shoulders or sub-standard shoulder widths
- f. approach & trail gore areas

### **XI. TRANSPORTING MOTORISTS/PEDESTRIANS**

*Prior to transporting:*

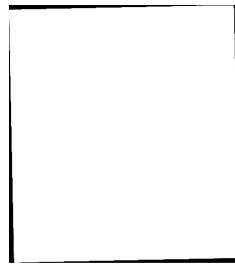
- a. contact the TMC dispatcher
- b. provide description of motorist
- c. provide beginning & ending mileage
- d. provide license plate number of vehicle
- e. number of people being transported
- f. destination
- g. call TMC when transport is completed and provide ending mileage

### **XII. SUMMARY**

“Your **personal safety** is of **primary** concern to the Department and the HERO Management.”

### **XIII. THE END**

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Streetwise”**

**Exam**

**H.E.R.O. UNIT**  
**Streetwise**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  appropriate box:**

1. To “patrol” means to look for trouble.

True

False

2. When patrolling, your radio is your most important piece of equipment.

True

False

3. When assisting at an accident scene, the first question you should ask those involved is, anyone out off gasoline?

True

False

4. When assisting a strand motorist, the first thing you should do is, contact the TMC dispatcher and report the incident.

True

False

5. The “heads up” approach for dealing with stranded motorist and working in the roadway environment is to make sure you get home each day.

True

False

*Multiple choice check 4 the appropriate answer:*

6. When looking at the totality of circumstances at an incident scene, what is the *primary* key?

\_\_\_\_\_ a. Mental toughness

\_\_\_\_\_ b. Look for a way of escape

- c. Education
- d. Awareness

7. How many "Conditions of Alertness" are there?

- a. 7
- b. 3
- c. 5
- d. 6

8. Not thinking or being Zombie like, is classified as what color?

- a. Yellow
- b. White
- c. Blue
- d. Red

9. The "Condition of Alertness" color Orange signifies what?

- a. Awareness (Alert)
- b. Danger (Fear)
- c. Anger (Loss of Control)
- d. Specific Alert (A gut feeling that something is wrong)

10. Remember, think about what you \_\_\_\_\_ and not what someone else is telling you.

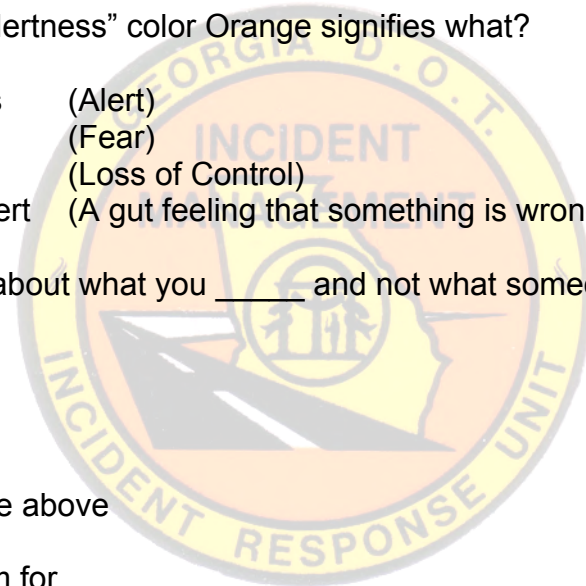
- a. Feel
- b. See
- c. Think
- d. none of the above

11. EDP is an acronym for...

- a. Elderly Drunk Person
- b. Easily Deliverable Product
- c. Emotional Disturbed Person
- d. Eastern Directional Patrol

12. What are the three types of EDP's?

- a. Slow, fast, and moderate
- b. Long term, Chemical Abuse, and Short Term
- c. Old, Young, and Middle aged
- d. none of the above



13. You should never underestimate the \_\_\_\_\_ of an EDP.

- a. Odor
- b. Wisdom
- c. Strength
- d. Dedication

14. Which of the following are some of the environmental hazards experienced by the HERO operator?

- a. Traffic Conditions
- b. Geometric Design of the roadway (Vertical & Horizontal curves)
- c. Construction Areas
- d. No shoulders or sub-standard shoulder widths
- e. All of the above

15. Prior to transporting a motorist/pedestrian, you should...

- a. Contact the TMC dispatcher
- b. Provide description of the motorist/pedestrian
- c. Provide beginning & ending mileage
- d. Call TMC dispatcher when transport is completed
- e. all of the above

16. When should you call for "back up"?

- a. When ever you determine the need
- b. Only when you feel your life is being threaten
- c. When ever you get bored and/or lonely
- d. When you want someone to go to lunch with

17. What is the *primary concern* of the HERO management?

- a. Neatness
- b. Attendance
- c. Your safety
- d. Performance

18. In order to be safe working in traffic, we must all stay...

- a. Alert
- b. Aggressive
- c. Calm
- d. none of the above

19. The HERO operator will experience many potential dangers while performing their duties, that is why we must be...

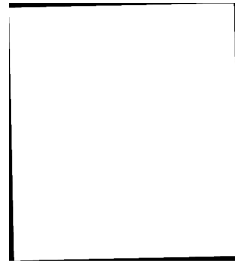
- a. Clever
- b. 10 feet tall and bullet proof
- c. Streetwise
- d. Lucky

20. This course was design to emphasize the importance of your...

- a. Uniform
- b. Patrol route
- c. Ability to execute the daily assist log
- d. Individual safety



H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

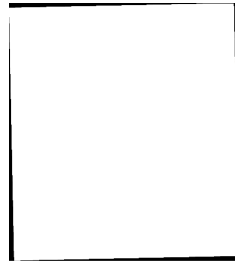


**“Certified Flagger Training”**

**Course Overview**

This course is designed to provide HERO personnel with a basic understanding of the procedures for flagging and to emphasize the public relations aspect of the flagging operation.

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

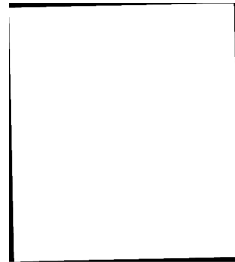


**“Certified Flagger Training”**

**Training Materials Purchased from Outside Source**



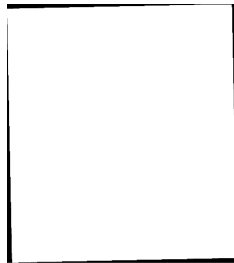
H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Commercial Drivers License”**

**Course Overview**

This course is designed to prepare the HERO trainee for the written examination required as part of the HERO certification program for obtaining a commercial drivers license.



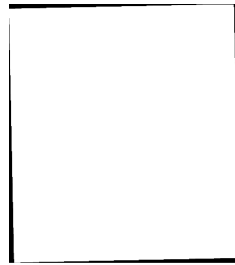
**INSERT COPIES (Trainee Handouts) HERE:**

**“Georgia Commercial Driver’s Manual”**

**AND**

**“Georgia DMV Commercial Driver’s License Application”**

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Commercial Drivers License”**

**Exams**

**H.E.R.O. UNIT**  
**Commercial Drivers License**  
**EXAMINATION – PRE TEST 2**  
**General Knowledge**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

***Circle O appropriate answer:***

1. Which of these statements about certain types of cargo is true?
  - a. Unstable loads such as hanging meat or livestock can require caution on curves.
  - b. Oversize loads can be hauled without special permits during times when the roads are not busy.
  - c. Loads that consist of liquids on bulk do not cause handling problems because they are usually very heavy.
  - d. When liquids are hauled, the tank should always be located totally full.
  
2. You are driving a heavy vehicle; you must exit a highway using an off ramp that curves downhill. *You should:*
  - a. slow down to a safe speed before the curve.
  - b. slow to the posted speed limit for the off ramp.
  - c. come to a full stop at the top of the ramp.
  - d. wait until you are in the curve before downshifting.
  
3. Which of these is a proper use of vehicle lights?
  - a. Turning on your headlights during the day when visibility is reduced due to rain or snow.

- b. Flashing your brake lights to warn someone behind you of a hazard that will require slowing down.
  - c. Flashing your brake lights to warn someone behind you that you are going to stop on the road.
  - d. All of the above.
4. A key principle to remember about loading cargo is to keep the load:
- a. to the front
  - b. to the rear
  - c. as high as possible
  - d. balanced in the cargo area
5. You are driving on a straight, level highway at 50 mph. There are no vehicles in front of you. Suddenly a tire blows out on your vehicle. What should you do first?
- a. Stay off the brake until the vehicle has slowed down.
  - b. Quickly steer onto the shoulder.
  - c. Begin light braking.
  - d. Begin emergency breaking.
6. You are checking your tires for a pre-trip inspection, which of these statements is true?
- a. Dual tires should be touching each other.
  - b. Tires of mismatched sizes should not be used on the same vehicle.
  - c. Radial and bias-ply tires can be used together on the same vehicle.
  - d. 2'32 inch tread depth is safe for the front tires.
7. Brake "fade".
- a. can be caused by the brake getting very hot.
  - b. can be corrected by letting up on the brakes for 1-2 seconds and then reapplying them.
  - c. is a problem that only occurs with drum brakes.
  - d. All of the above.
8. You are driving on a two-lane road. An oncoming driver drifts into your lane and is headed straight for you. Which of these is most often the best action to take?
- a. Hard braking.
  - b. Steer into the oncoming lane.
  - c. Steer to the right.
  - d. Steer onto the left shoulder.
9. Which of these statements about engine overheating is true?

- a. If your engine overheats within 20 miles of the end of your trip you should complete the trip and then check the problem.
  - b. You should never shut off an overheated engine until it cools.
  - c. You should never remove the radiator cap on a pressurized system until it has cooled.
  - d. Antifreeze is not needed when the weather is warm.
10. You are driving a heavy vehicle with a manual transmission. You have to stop the vehicle on the shoulder while driving on an uphill grade. Which of these is a good rule to follow when putting it back in motion up the grade?
- a. Keep the clutch slipping while slowly accelerating.
  - b. Use the parking brake to hold the vehicle until the clutch engages.
  - c. Let the vehicle roll straight backwards a few feet before you engage the clutch.
  - d. Let the vehicle roll backwards a few feet before you engage the clutch, but turn the wheel so that the back moves away from the roadway.
11. Which of these is a good thing to do when steering to avoid a crash?
- a. Apply the brakes while turning.
  - b. Steer with one hand so that you can turn the wheel more quickly.
  - c. Don't turn any more than needed to clear what is in your way.
  - d. Avoid countersteering.
12. You are checking your wheels and rims for a pre-trip inspection. Which of these statements is true?
- a. Rust around wheel nuts may mean that they are loose.
  - b. Cracked wheels or rims can be used if they have been welded.
  - c. A vehicle can be safely driven with one missing lug nut on a wheel.
  - d. Mismatched lock rings can be used on the same vehicle.
13. You do not have a Hazardous Materials Endorsement on your CDL's. You are asked to deliver hazardous materials in a placarded vehicle, you should:
- a. refuse to haul the load.
  - b. take the placards off the vehicle.
  - c. haul the load, but only to the nearest place where a driver with a hazard materials endorsement can take over.
  - d. haul the load, but file a report with the Department of Transportation after the trip.

14. As the Blood Alcohol Concentration (BAC) goes up, what happens:

- a. The drinker more clearly sees how alcohol is affecting him/her.
- b. The effects of alcohol decrease.
- c. Judgment and self control are affected.
- d. The drinker can sober up in less time.

15. If you need to leave the road in a traffic emergency, you should:

- a. try to get all wheels off the pavement.
- b. brake hard as you leave the road.
- c. avoid braking until your speed has dropped to about 20 mph.
- d. avoid the shoulder because most shoulders will not support a large vehicle.

16. You should stop driving:

- a. after 5 hours
- b. after 7 hours
- c. after 9 hours
- d. whenever you become sleepy.

17. Which of these statements about drugs is true?

- a. A driver can use any prescription drug while driving.
- b. Amphetamines, "pep pills or bennies", can be used to help the driver stay alert.
- c. Use of drugs can lead to accidents and/or arrest.
- d. All of the above are true.

18. You should avoid driving through deep puddles or flowing water. But if you must, which of these steps can help keep your brakes working?

- a. Driving through quickly.
- b. Gently putting on the brakes while driving through the water.
- c. Applying hard pressure on both the brake pedal and accelerator after coming out of the water.
- d. Turning on your brake heaters.

19. Escape ramps are:

- a. used to stop runaway vehicles.
- b. designed to prevent injury to drivers and passengers.
- c. designed to prevent damage to vehicles.

d. all of the above.

20. Which of these statements about downshifting is true?

- a. When you downshift for a curve, you should do so before you enter the curve.
- b. When you downshift for a hill, you should do so after you start down the hill.
- c. When double-clutching, you should let the rpms decrease while the clutch is released and the shift lever is in neutral.
- d. All of the above are true.

21. What will help keep an engine cool in hot weather?

- a. Avoiding high-speed driving.
- b. Making sure the engine has the right amount of oil.
- c. Proper v-belt tightness.
- d. All of the above.

22. When driving at night you should:

- a. look to the left side of the road when a vehicle is coming toward you.
- b. drive faster when your low beams are on.
- c. adjust your speed to keep your stopping distance within your sight.
- d. All of the above.

23. Which of these items is checked in a pre-trip inspection?

- a. Whether all vehicle lights are working and are clean.
- b. Wiper blades.
- c. Cargo securement.
- d. All of the above.

24. Which of these statements about backing a heavy vehicle is true?

- a. Backing is always dangerous.
- b. You should back and turn toward the driver's side whenever possible.
- c. You should use a helper and communicate with hand signals.
- d. All of the above are true.

25. Which of these statements about cold-weather driving is true?

- a. An engine cannot overheat when the weather is very cold.
- b. Windshield washer antifreeze should be used.
- c. Exhaust system leaks are less dangerous in cold weather.
- d. In snowstorms, wiper blades should be adjusted so that they do not make contact with the windshield.



26. Controlled braking:

- a. can be used while you are turning sharply.
- b. involves locking the wheels for short periods of time.
- c. is used to keep a vehicle in a straight line when braking.
- d. All of the above.

27. How do you correct a rear-wheel acceleration skid?

- a. Apply more power in the wheels.
- b. Stop accelerating.
- c. Apply the brakes.
- d. Downshift.

28. Which of these is **not** a good rule to follow, when caring for those injured at an accident scene.

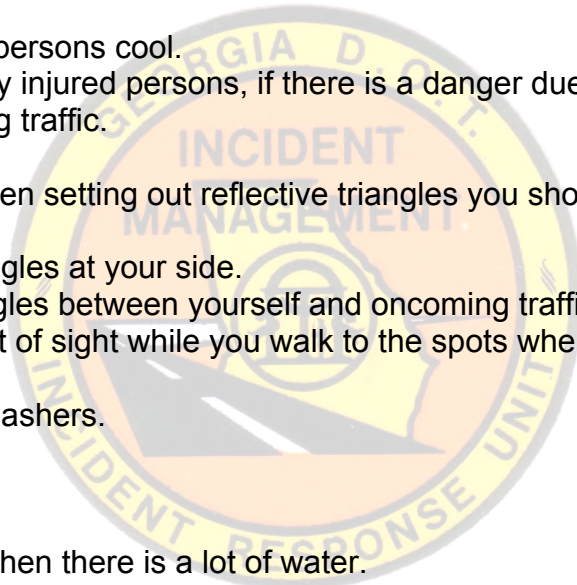
- a. If a qualified person is helping them, stay out of the way unless asked to assist.
- b. Stop heavy bleeding by applying direct pressure to the to the wound.
- c. Keep injured persons cool.
- d. Move severely injured persons, if there is a danger due to fire or passing traffic.

29. For your safety, when setting out reflective triangles you should:

- a. carry the triangles at your side.
- b. hold the triangles between yourself and oncoming traffic.
- c. keep them out of sight while you walk to the spots where you set them out.
- d. turn off your flashers.

30. Hydroplaning:

- a. only occurs when there is a lot of water.
- b. only occurs at speeds above 50 mph.
- c. cannot occur when driving through a puddle.
- d. is more likely if tire pressure is low.



**H.E.R.O. UNIT**  
**Commercial Drivers License**  
**EXAMINATION - PRE TEST 2**  
**CDL**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

***Circle O appropriate answer:***

1. If you are being tailgated, you should:
  - a. increase your following distance.
  - b. flash your brake lights.
  - c. speed up.
  - d. signal the tailgater when it is safe to pass you.
  
2. Which of these statements about overhead clearance is true?
  - a. you should assume posted clearance signs are correct.
  - b. the weight of a vehicle changes its height.
  - c. if the road surface causes your vehicle to tilt toward objects at the edge of the road, you should drive close to the shoulder.
  - d. extra speed will cause air to push your vehicle down for extra clearance.
  
3. You must drive on a slippery road, which of these is a good thing to do in this situation?
  - a. use a smaller following distance.

- b. apply the brakes while in curves.
- c. slow down gradually.
- d. all of the above.

4. Which of these statements about vehicle fires is true?

- a. if cargo in a van or bow trailer catches on fire, you should open the cargo doors as soon as you can.
- b. if your engine is on fire, you should open the hood as soon as you can.
- c. if a trailer is on fire, you should drive fast to put the flames out.
- d. a burning tire should be cooled with water.

5. Cargo that is not loaded or secured properly can cause:

- a. vehicle damage by overloading.
- b. other highway users to hit or be hit by loose cargo.
- c. injury to the driver during a quick stop or crash.
- d. all of the above.

6. When driving through work zones, you should:

- a. turn on your flashers.
- b. drive slowly.
- c. use your brake lights to warn drivers behind you.
- d. do all of the above.

7. You are driving a vehicle at 55 mph on dry pavement, what is the total stopping distance will you need to bring it to a stop?

- a. the length of the vehicle.
- b. twice the length of the vehicle.
- c. half the length of a football field.
- d. the length of a football field.

8. You must park on the side of a level, straight, four lane divided highway, where would you place the reflective triangles?

- a. one within 10 feet of the rear of the vehicle, one about 100 feet to the rear of the vehicle, one about 200 feet to the rear of the vehicle.
- b. one within 10 feet of the rear of the vehicle, one about 50 feet to the rear of the vehicle, one about 100 feet to the front of the vehicle.
- c. one about 50 feet to the rear of the vehicle, one about 60 feet to the rear of the vehicle, one about 100 feet to the front of the vehicle.
- d. one within 10 feet of the front of the vehicle, one about 50 feet to the rear of the vehicle, and one about 100 feet to the rear of the vehicle.

9. According to the Drivers Manual, why should you limit the use of your horn?
- it can startle other drivers.
  - on vehicles with air brakes, it can use air pressure that will drain the air pressure tanks.
  - the horn is not a good way to let others know you're there.
  - you should keep both hands tightly gripping the steering wheel.
10. Which of these statements about accelerating is true?
- when traction is poor, more power should be applied to the accelerator.
  - rough acceleration can cause mechanical damage.
  - you should feel a "jerking" motion if you are accelerating.
  - all of the above are true.
11. If a straight vehicle (no trailer or articulation) goes into a front wheel skid your vehicle will:
- slide sideways and spin out.
  - slide sideways somewhat, but not spin out.
  - go straight ahead even if the steering wheel is turned.
  - go straight ahead but will turn if you turn the steering wheel.
12. Which of these is a good thing to remember when crossing or entering traffic with a heavy vehicle?
- heavy vehicles need larger gaps in traffic than cars.
  - the best way to cross traffic is to pull the vehicle part way across the road and block one lane while waiting for the other lane to clear.
  - the heavier your load, the smaller the gap needed to cross the traffic.
  - because heavy vehicles are easy to see, you can count on other drivers to move out of your way or slow down for you.
13. Which of these statements about staying alert to drive is true?
- a half-hour break for coffee will do more to keep you alert than a half-hour nap.
  - there are drugs that can overcome being tired.
  - if you stop to take a nap, it should be at a truck stop or other rest areas never on the side of the road.
  - sleep is the only thing that can overcome fatigue.

14. Which of these is a good thing to remember about using mirrors?
- a. you should look at a mirror for several seconds at a time.
  - b. convex mirrors make things look larger and closer than they really are.
  - c. there are “blind spots” that your mirror cannot show you.
  - d. you should check your mirrors twice for a lane change.
15. You are checking your steering and exhaust systems in a pre-trip inspection, which of these problems, if found, should be fixed before the vehicle is driven?
- a. steering wheel play of more than 10 degrees (2 inches on a 20-inch steering wheel).
  - b. leaks in the exhaust system.
  - c. a small leak of power fluid.
  - d. all of the above.
16. Your vehicle has hydraulic brakes, while traveling on a level road, you press the brake pedal and find that it goes to the floor, which of these statements is true?
- a. you should not downshift if you have an automatic transmission.
  - b. pumping the brake pedal may bring the pressure up so you can stop the vehicle.
  - c. the parking brake will not work either, because it is part of the same hydraulic system.
  - d. all of the above are true.
17. What does a red triangle with an orange center on a vehicle mean?
- a. slow-moving vehicle.
  - b. hazardous materials.
  - c. public utility vehicle.
  - d. student driver.
18. The basic fact about backing is:
- a. backing is always dangerous.
  - b. only dangerous, if you do not back slowly.
  - c. dangerous , if you do not use mirrors properly.

d. look at your spotter only.

19. A minimum of how many tie-downs is always required?

- a. one
- b. two
- c. three
- d. four

20. What is the purpose of brake retarders?

- a. to help slow down the vehicle and to reduce brake wear.
- b. to provide more traction on a slippery surface and enable a vehicle to go faster.
- c. to reduce noise.
- d. for a more comfortable ride for passengers.

21. What is the tread depth requirement for rear tires?

- a. 2/32 inch.
- b. 1/17 inch.
- c. 4/32 inch.
- d. 1/8 inch.



**H.E.R.O. UNIT**  
**Commercial Drivers License**  
**EXAMINATION – PRE TEST 2**  
**Air Brakes**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Circle O appropriate answer:**

1. The air loss rate for a straight truck or bus would be engine off and brakes on, should not be more than what?
  - a. one PSI in 30 seconds.
  - b. one PSI in one minute.
  - c. two PSI in 45 seconds.
  - d. three PSI in one minute.
  
2. Your brakes are fading when...
  - a. you have to push harder on the brake pedal to control your speed on a down-grade.
  - b. the brake pedal feels spongy when you apply pressure.
  - c. you release pressure on the brake pedal and speed increases.
  - d. less pressure is needed on the brake pedal for each stop.
  
3. What does the supply pressure gauge show?
  - a. it show how much pressure you used in this trip.
  - b. it shows how much pressure is in the air tanks.
  - c. it shows how much pressure is going to the brake chambers.
  - d. It shows how much pressure the air can take.



4. The brake system that applies and releases the brakes when the driver uses the brake pedal, is called what brake system?
- the emergency brake system.
  - the service brake system.
  - the parking brake system.
  - none of the above.
5. If your vehicle has an alcohol evaporator, every day during cold weather, what should you do?
- check and fill the alcohol level.
  - change the alcohol from a new bottle.
  - clean the air filter with alcohol.
  - check the oil for alcohol content.
6. Why do you drain water from compressed air tanks?
- the boiling point reduces braking power.
  - water can freeze in cold weather, causing brake failure.
  - water cools the compressor too much.
  - you should drain water to make room for the oil that should be in the compressed air tanks.
7. To test air service brakes, you should brake firmly when moving slowly forward. What tells you that the brakes are OK?
- a delayed stopping action.
  - an unusual "feel".
  - the vehicle pulls to the right.
  - none of the above.
8. On long, down-hill grades, experts recommend using a low gear and light, steady pedal pressure, instead of on-again, off-again braking. Why is that?
- because air usage is less when you have light, steady pressure.
  - because brake linings do not heat up as much with light pressure.
  - because you can keep vehicle speed constant in the low gear with light, steady pressure.
  - all of the above
9. Your truck or bus has a dual air brake system. If a low air pressure warning comes on for only one system, what should you do?



- a. reduce your speed and drive to the nearest garage for repairs.
- b. reduce your speed and test the remaining system while under way.
- c. continue at normal speed. No action is needed if only one system fails.
- d. stop right away and safely park, continue only after system is fixed.

10. During normal driving, spring brakes are usually held back by what?

- a. air pressure.
- b. spring pressure
- c. centrifugal force.
- d. bolts or clamps.

11. Total stopping distance for air brakes is longer than that for hydraulic brakes, due to what distance?

- a. perception distance.
- b. reaction distance.
- c. brake lag distance.
- d. effective braking distance.

12. The most common type of foundation brake found on heavy vehicles is what?

- a. the disk brake.
- b. the wedge-drum brake.
- c. the S-Cam drum brake
- d. none of the above.

13. With air brake vehicles, the parking brake should be used when?

- a. whenever you leave the vehicle unattended.
- b. to hold the speed when going down hill.
- c. as little as possible.
- d. only during pre-trip and post-trip inspections.

14. How should you do emergency stab braking?

- a. pump the pedal lightly and rapidly.
- b. press on the brake pedal as hard as you can, then release the brake when the wheels lock and when the wheels start rolling, put the brakes on fully, again.
- c. brake hard until the wheels lock, then get off the brakes for as much time as the wheels were locked.
- d. press hard on the brake pedal and apply full hand valve until you come to a stop.

15. Parking or emergency brakes of trucks and buses, can be legally held on by what kind of pressure?

- a. spring pressure.
- b. fluid pressure.
- c. air pressure.
- d. atmospheric pressure.

16. The driver must be able to see a low air pressure warning, which comes on before pressure in the service air tanks falls below how many PSI?

- a. 20 psi
- b. 40 psi
- c. 60 psi.
- d. 80 psi.

17. If your vehicle has an alcohol evaporator, why is it there?

- a. to rid the wet tank of alcohol that condenses and sets at the bottom.
- b. to eliminate the need for daily tank draining.
- c. to boost the tank pressure in the same way that turbo chargers boost engines.
- d. to reduce the risk of ice in air brake valves in cold weather.

18. The brake pedal, in an air brake system, ...

- a. controls the speed of the air compressor.
- b. is seldom used, compared to hydraulic systems.
- c. controls the air pressure applied to put on the brakes.
- d. is connected to slack adjusters by a series of rods and linkages.

19. If your truck or bus has dual parking control valves, then you can use pressure from a separate tank for what purpose?

- a. to balance service brake system when you are parked.
- b. to stay parked twice as long without using up the service air pressure.
- c. to release the spring emergency and parking brakes, to move a short distance.
- d. to brake harder, if the main tank is getting low.

20. To check the free-play of manual slack adjusters on S-Cam brakes, you should park on what kind of grade?

- a. level ground and apply the parking brakes.

- b. park on level ground chock the wheels and release the parking brakes.
- c. park on level ground, drain off the air pressure before checking the adjustments.
- d. park on a slight grade, release the parking brakes and apply the service brakes, watching for vehicle movement.

21. The most important thing to do when a low air pressure warning comes on, is what?

- a. up-shift.
- b. down-shift
- c. adjust the brake pedal for more travel.
- d. stop and safely park as soon as possible.

22. What is controlled by the air compressor governor?

- a. the speed of the air compressor.
- b. air pressure applied to the brakes.
- c. when air is pumped into the air tanks.
- d. when the brake chambers release pressure.

23. What describes the braking power of the spring brakes?

- a. it increases when the service brakes are hot.
- b. it depends on the service brakes being in adjustment.
- c. it is not affected by the condition of the service brake.
- d. it can only be tested by highly trained brake service people.

24. All air brake equipped vehicles have what?

- a. an air use gauge.
- b. a supply pressure gauge.
- c. at least one brake heater.
- d. a back-up hydraulic system

25. If you make an emergency stop, then you should brake how?

- a. so that you use the hand brake before the brake pedal.
- b. so that you do not need to worry about steering.
- c. so you can steer and so your vehicle stays in a straight line.
- d. so you can use the full power of the brakes to lock the wheels.

# HERO UNIT CDL "Walk Around" Inspection Checklist

## Section 1: (front of vehicle)

Any leaks under vehicle \_\_\_  
Front lights mounted/clean \_\_\_  
Reflectors mounted/clean \_\_\_

## Section 2: (passenger side front)

Coolant level \_\_\_  
Water pump/belt \_\_\_  
Alternator/belt \_\_\_  
Radiator hose \_\_\_

## Section 3: (driver side front)

Power steering fluid \_\_\_  
Air compressor \_\_\_  
Oil level \_\_\_  
Steering arm play (20 degrees) \_\_\_  
Steering box \_\_\_  
Steering linkage \_\_\_

## Section 4: (cab of vehicle)

Driver side mirror mounted/clean \_\_\_  
Door opens/works/mounted properly \_\_\_  
Safety/emergency equipment (3)  
    Fuses \_\_\_  
    Fire extinguisher \_\_\_  
    Triangles \_\_\_  
Horn(s) \_\_\_  
Turn on heater/defroster \_\_\_  
Windshield clean/unbroken/unobstructed \_\_\_  
Wipers work/rubber blades are good \_\_\_  
Passenger mirror mounted/clean/set \_\_\_  
Oil pressure builds \_\_\_  
Ammeter/voltmeter works \_\_\_  
Air pressure gauge works \_\_\_  
Parking brake check \_\_\_  
Clutch/gearshift \_\_\_  
Air brake check \_\_\_  
Air buzzer sounds \_\_\_  
Light check (with instructor) \_\_\_  
Light indicators work \_\_\_

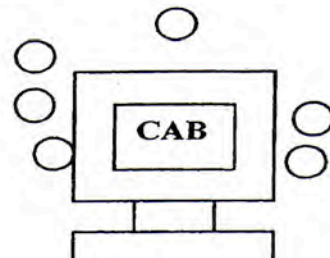
No cuts or gouges \_\_\_  
Lug nuts \_\_\_  
Brake drum \_\_\_  
Slack adjuster (3/4" max.) \_\_\_  
Air hoses \_\_\_  
Air chamber \_\_\_

## Section 6: (rear of vehicle)

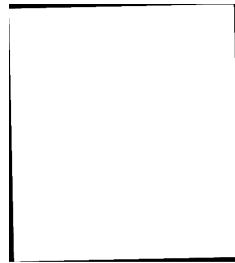
Drive shaft \_\_\_  
Exhaust system \_\_\_  
Frame \_\_\_  
Rims \_\_\_  
Axle seal \_\_\_  
Tire pressure \_\_\_  
Tread depth (2/32" min.) \_\_\_  
No cuts or gouges \_\_\_  
Spacers \_\_\_  
Lug nuts \_\_\_  
Brake drum \_\_\_  
Slack adjuster (3/4" max.) \_\_\_  
Air hoses \_\_\_  
Air chamber \_\_\_  
Leaf springs \_\_\_  
Spring mounts \_\_\_  
Helper springs \_\_\_  
Shock absorbers \_\_\_  
Lights/reflectors mounted \_\_\_

## Section 7: (fuel tank)

Fuel tank secure \_\_\_  
Leaks \_\_\_



H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



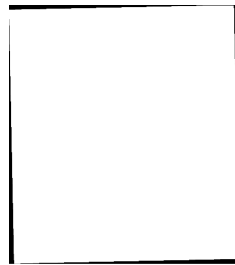
**“Defensive Driving”**

**Course Overview**

This course is designed to increase student awareness of safe driving practices and improve basic driving skills.

Because of the increase of vehicle collisions, emphasis, in this course, is placed on prevention and avoidance of collision.

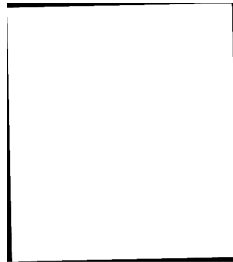
H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Defensive Driving”**

**Training Materials & Exam purchased from the  
“National Safety Council of Georgia”**

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

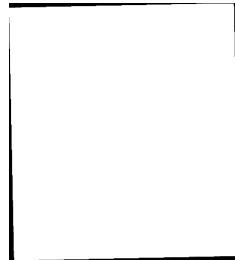


**“Emergency Vehicle Operation Course”  
(EVOC)**

**Course Overview**

This course is available for those operators who have successfully completed the HERO Certification Training program. EVOC is designed to teach HERO Operators to make good, sound decisions while driving the incident management response vehicle. The course enhances decision-making skills and applies them both to low and high speed driving situations. HERO Operators will be taught Braking skills, Perception-reaction skills, High speed emergency lane changes & approaches and Low & High risk stops.

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

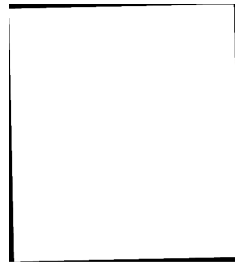


**“Emergency Vehicle Operation Course”  
(EVOC)**

**Instructor(s), Training Materials provided by the Georgia  
Public Safety Training Center  
(GPSTC)**



H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

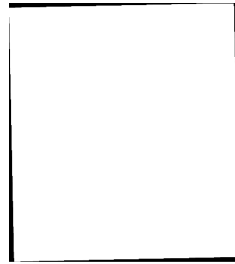


**“Bloodborne Pathogens”**

**Course Overview**

This course is designed to inform the HERO operator of the risk of exposure to infectious diseases while performing their duty as an Incident Management Operator. The training provided in this course has been developed to make the operators aware of procedures for safely performing duties of providing first-aid when dealing with victims at accident sites.

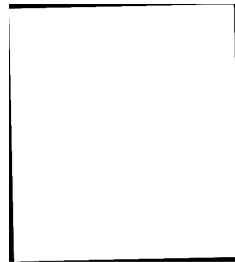
H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**



**“Bloodborne Pathogens”**

**Instructor & Exam provided by Contract Source**

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

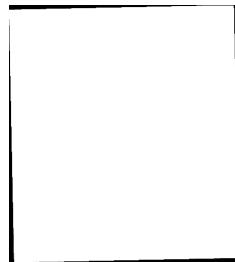


**“Hazardous Materials Awareness”**

**Course Overview**

The purpose of this course is to provide first responders with information for recognizing and identifying hazardous materials (substances) that are involved in accidents. The first responders at the awareness level are individuals who are likely to witness or discover a hazardous substance release. This course is designed to train the first responder to initiate an emergency response sequence by notifying the Proper Authorities of the release. The first responder will take no further action toward clean up of containment beyond notifying the authorities of the release.

H.E.R.O. UNIT  
Student Manual – Section 3  
**PERSONAL SAFETY**

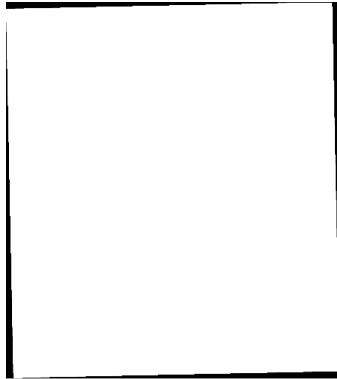


**“Hazardous Materials Awareness”**

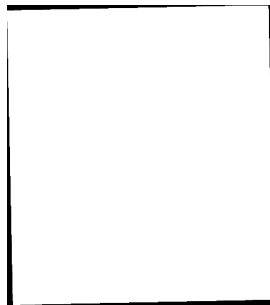
**Instructor & Exam provided by Contract Source**

# **HERO UNIT STUDENT TRAINING MANUAL**

## **4. COMMUNICATIONS**



HERO UNIT  
Student Manual - Section 4  
**COMMUNICATIONS**



**1. Radio / Telephone Protocol**

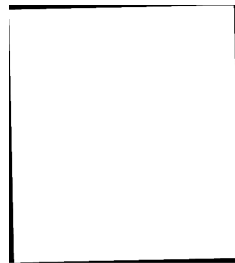
- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Radio / Telephone Protocol**” PowerPoint presentation
- Exam
- Answer Key

**2. Public Relations**

- Course Overview

- Instructor's Training Notes
- Visual Aid – See “**Public Relations & Communications**” PowerPoint presentation
- Exam
- Answer Key

H.E.R.O. UNIT  
Student Manual – Section 4  
**COMMUNICATIONS**



**“Radio/Telephone Protocol”**

**Course Overview**

This course is designed to provide the HERO trainee with guidelines for both the operation of a portable radio, utilizing the ten codes and signals, AND a hand held cellular telephone.

# HERO UNIT

## RADIO / TELEPHONE PROTOCOL

### I. OVERVIEW

This course is designed to provide the HERO operator with guidelines for both the operation of a portable radio, utilizing the ten codes and signals, and a hand held cell phone.

### II. COURSE OUTLINE

#### **Radio Protocol**

- Guidelines for usage
- Common problems
- Reminders

#### **Ten Codes and Signals**

- Why are they used?

#### **Numeral Pronunciation**

#### **Cellular Phone Protocol**

#### **Summary**

### III. Radio Protocol



## Guidelines

- Turn off the truck radio and siren, when possible, before keying mike.
- Wait a few seconds before talking after keying the mike.
- Remember the acronym **C-Y-M-B-A-L**
  - Color*
  - Year*
  - Make (model)*
  - Body*
  - Any other identifiers*
  - License Plate (State first, then letters and numbers)*

## Guidelines

- When describing people its:
  - Race
  - Gender
  - Height
  - Weight
  - Hair
  - Clothes
- ***Always provide a tag number when assisting a stranded motorist-SAFETY is the #1 RULE!***

## Guidelines

- Always know your location and situation before keying your mike.
- Speak slowly and calmly
- Be clear
- Be concise
- Be correct

## Guidelines

- Keep your radio “ON” and with you at all times , while on duty.
- The use of **profanity**, while transmitting, is prohibited.
- Never dispatch 10-60 for yourself – contact the TMC for back up.
- Do not call the TMC or other operators with food or objects in your mouth.
- Do not **yell** into the mike.
- Do not hold the mike so close to your mouth, that what you say becomes muffled.

## Guidelines

- Do not use the word “**request**” (10-52, 10-53, 10-60, etc.) just use the ten codes.
- Refrain from using phrases such as “**Be advised that...**” or “**its going to be a..**”
- Do not use, “**possible, probable, or partial**” (possible 10-41, lane 2 partially Blocked) either it is or it isn't.

## Radio Protocol

### Common Problems

- **Speaking too fast**

The average person speaks **90-100** words per minute.

The average person can only copy **30-50** words per minute, when using abbreviations

- **Not Speaking Clearly**

Using “**ah**” is unacceptable. DO NOT key the mike unless you know what you are going to say!

## Radio Protocol

### Reminders

- Keep transmissions brief. *Should not be longer than 30 seconds.*
- If the transmission is long, re-key the mike.
- Make sure you don't leave your mike hanging open.
- NEVER leave your radio unattended.
- Avoid “**front end clipping**” (failure to depress the transmit switch before beginning the broadcast)
- When there is heavy radio traffic, like during an emergency, listen for a second or two before keying the mike, to ensure that you don't “**step**” on another transmission.

## IV. TEN CODES

### Why are they used?

The purpose is to be able to rapidly and accurately handle official dispatches, messages, and information between mobile units and the TMC and other departments within the system. These abbreviated codes are used to help avoid some of the miscommunication when talking on the radio at the scene during an emergency , and also to reduce “**air time**”.

**NOTE:** review PowerPoint slide of 10-Codes

## V. Phonetic Alphabet

**NOTE:** review PowerPoint slide of Phonetic Alphabet

## VI. Numeral Pronunciation

**NOTE:** review PowerPoint slide of Numeral Pronunciation

## VII. Cell Phone Protocol

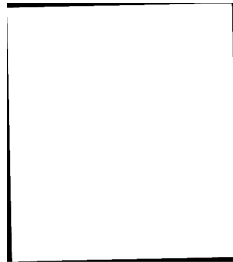
- The cell phone is NOT to be used for personal calls (incoming or outgoing).
- The cell phone is issued to you and is therefore, **your responsibility**.
- If you loose your cell phone / radio you will be subject to replacement cost.

- Cell phone numbers are restricted and shall not be given out.
- A cell phone log is required of HERO operators and must be completed for each call made and received on a daily basis.
- Motorist are allowed one (1) “courtesy call”, *the HERO operator should:*
  - Dial/Enter the number for the motorist
  - Insure that the call does not exceed 2 minutes.
  - Conversation should be related to the problem at hand.
  - If assistance isn’t secured on the first call, you may allow the motorist to make 1 additional call.
- The cell phone is also a means of BACKUP communication. Use it when **all else fails.**
- Maintain your cell phone/radio, keep the battery charged and your phone clean.

## VIII. SUMMARY

**“Communication is the Key”**

# H.E.R.O. UNIT Instructor’s Manual – Section 4 **COMMUNICATIONS**



**“Radio/Telephone Protocol”**

**Exam**

**H.E.R.O. UNIT**  
**Radio / Telephone Protocol**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  appropriate answer:**

1. You should turn off the truck radio and siren (when possible), before keying the mike to transmit.

True

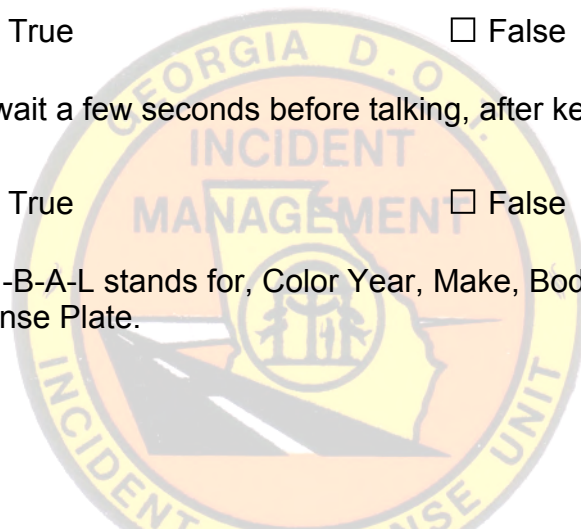
False

2. You should always wait a few seconds before talking, after keying the mike.

True

False

3. The acronym C-Y-M-B-A-L stands for, Color Year, Make, Body, Any other identifiers, and License Plate.



True

False

4. You should never provide a tag number to the TMC dispatcher, when assisting a stranded motorist.

True

False

5. When describing people its, Race, Gender, Height, Weight, Hair, Clothes.

True

False

6. When transmitting, you should always speak fast and excited.

True

False

7. Always know your location and situation prior to keying you mike for transmitting.

True

False

8. You should always keep your radio turned off, in order to save the battery while on duty.

True

False

9. You should NEVER use profanity while transmitting on the radio.

True

False

10. You should always yell into the mike when transmitting to make sure you are heard.

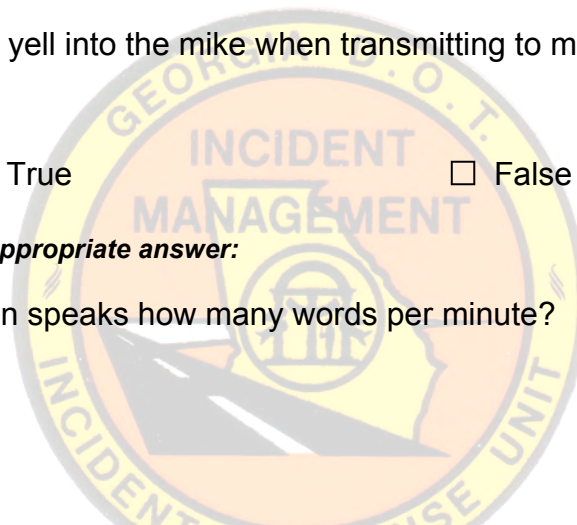
True

False

**Multiple choice check ✓ appropriate answer:**

11. The average person speaks how many words per minute?

\_\_\_\_\_ a. 50-60



- b. 90-100
- c. 40-50
- d. 80-90

12. The average person can only copy (receive and understand) how many words per minute?

- a. 30-50
- b. 20-30
- c. 70-80
- d. 40-50

13. What is meant by “front end clipping”?

- a. another driver cutting you off while traveling your patrol route
- b. radio mike hanging in the open position
- c. failure to depress the transmit switch before beginning to talk
- d. radio being on the wrong channel

14. Why are 10-Codes used?

- a. so other DOT units won't understand our transmissions
- b. to help avoid miscommunications
- c. the law requires it
- d. to make it more difficult for the HERO operators

15. Using the Phonetic Alphabet, how would you transmit a license plate that reads MRV 701?

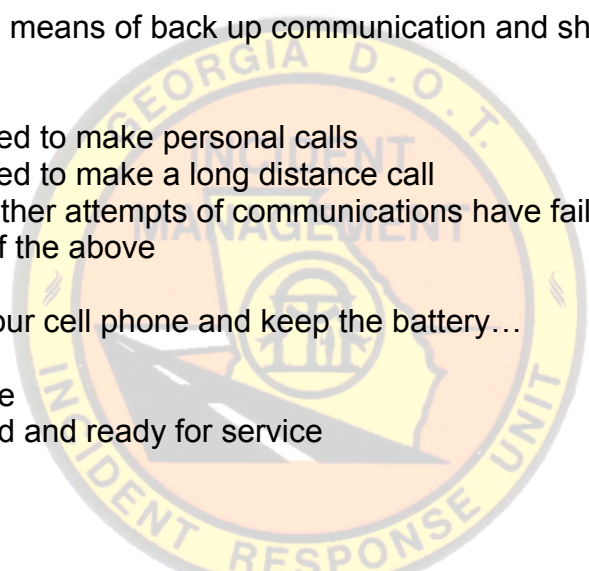
- a. Marvin-Roy-Volley 701
- b. Mama-Room-Valley 701
- c. Mike-Romeo-Victor 701
- d. Matt-Ray-Valerie 701

16. The cell phone is a means of back up communication and should be used only when...

- a. you need to make personal calls
- b. you need to make a long distance call
- c. when other attempts of communications have failed
- d. none of the above

17. Always maintain your cell phone and keep the battery...

- a. at home
- b. charged and ready for service



- c. at the office in your locker
- d. none of the above

18. The responsibility for the communication devices issued to you as a HERO operator are....

- a. the HERO manager
- b. your shift supervisor
- c. yours
- d. field training officer

19. When transmitting, how should you pronounce the numeral "One"?

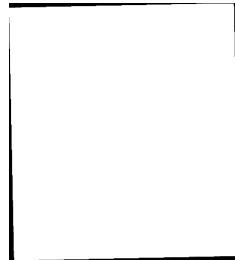
- a. Won
- b. Wan
- c. Wün
- d. One

20. When is the appropriate time for you to leave your assigned radio unattended while on duty?

- a. at lunch
- b. at break
- c. never
- d. when raining and you don't want it to get wet



H.E.R.O. UNIT  
Student Manual – Section 4  
**COMMUNICATIONS**



**“Public Relations”**

**Course Overview**



This course is designed to provide information concerning the public relations function performed by the HERO Unit and to convey the importance of this function in the overall success of the HERO operator's day-to-day operation.

## **H.E.R.O. UNIT PUBLIC RELATIONS/COMMUNICATIONS**

### **I. Introduction**

- A. Course Overview
- C. Development of Mission Statement
- D. Incident Management Operator Role Defined
- E. Public Relations Defined

### **II. Public Relations Functions**

- A. Promoting Goodwill
  - 1. Unification Goal
  - 2. DOT Representatives
- B. Releasing Information to the Public

1. Accurate
  2. Appropriate
  3. Timely
- C. Reinforcing the Image
1. First Responders
  2. Motorists Assistance
  3. Traffic Flow Managers
- D. Promoting the Service
1. Utilization of Communication Equipment
  2. Newsletters
  3. Photographs
  4. Video Tapes
  5. Interagency Meetings
- E. Counteracting Negative Publicity
1. Exhibiting Professional Attitude
  2. Demonstrating Professional Behavior
  3. Distributing Positive Experiences

- F. Handling Internal Communication
  - 1. Information Filtering System
  - 2. Upward Communication
  - 3. Downward Communication
  - 4. Lateral Communication
  
- G. Planning
  - 1. Short-term Goals
  - 2. Long-term Goals
  - 3. Unification Plan

### **III. Public Relations Tactics**

- A. Spoken
- B. Written
- C. Visual

### **IV. Incident Management Operator Role**

- A. Position Development
- B. Leadership Role
- C. Decision Making Skills
- D. Authority and Responsibilities
- E. Position Evaluation
- F. Three P's
  - 1. Preserving Life
  - 2. Preventing Injury
  - 3. Protecting Property

## **V. Incident Management Communication**

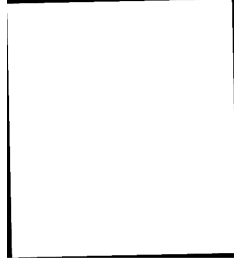
- A. Communication Model
  - 1. Unified Incident Management Structure
  - 2. Primary Functions
    - a. Keep Information Flowing
    - b. Project Positive Image
  - 3. Decision Making Process
- B. Communication Response
  - 1. Level 1 Incident
  - 2. Level 2 Incident
  - 3. Level 3 Incident
  - 4. Level 4 Incident
- C. Communication Among Other Agencies
  - 1. Managerial Level
  - 2. Field Level
    - a. Georgia DOT/TMC
    - b. Fire and Rescue Services
    - c. Emergency Medical Services
    - d. Wrecker Services
    - e. Law Enforcement
    - f. Media
    - g. Public
- D. Positive vs. Negative Messages
  - 1. Utilization of Positive Words
  - 2. Persuasiveness
  - 3. Creating a Positive Image
- E. Effective Listening
  - 1. Active Listening
  - 2. Barriers
  - 3. Improvement Techniques
- F. Communication Strategies
  - 1. Perception
  - 2. Conciseness
  - 3. Clarity
  - 4. Completeness
  - 5. Accuracy

- G. Team Building
  - 1. Building Components
  - 2. Team Members Characteristics
  - 3. Plan of Action

## VI. **Managing Conflict**

- A. Conflict Styles
  - 1. Fighting
  - 2. Smoothing
  - 3. Avoiding
  - 4. Bargaining
  - 5. Problem Solving
  
- B. Conflict Components
  - 1. Personal Zones
    - a. Hot
    - b. Warm
    - c. Cold
  - 2. Hidden Messages
  - 3. Emotions
  - 4. Control
  - 5. Positive Attitude
  - 6. Alternative Solution
  
- C. Conflict Procedures
  - 1. Detach
  - 2. Eliminate
  - 3. Communicate
  - 4. Initiate
  - 5. Diffuse
  - 6. Evaluate

H.E.R.O. UNIT  
Student Manual – Section 4  
**COMMUNICATIONS**



**“Public Relations”**

**Exam**

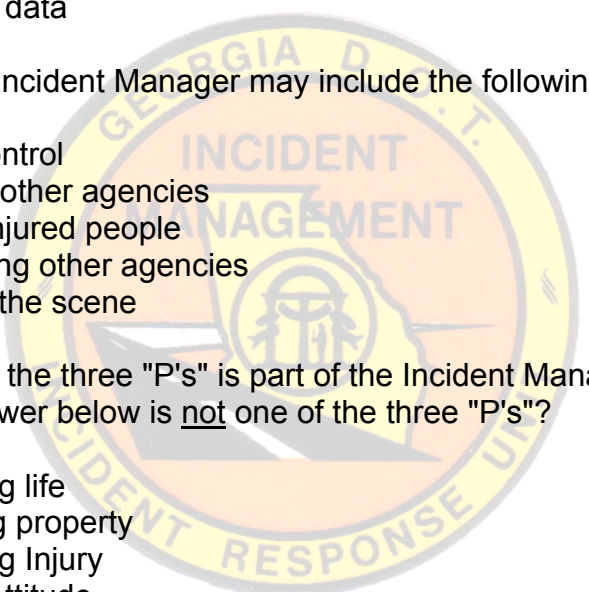
**H.E.R.O. UNIT**  
**Public Relations & Communications**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

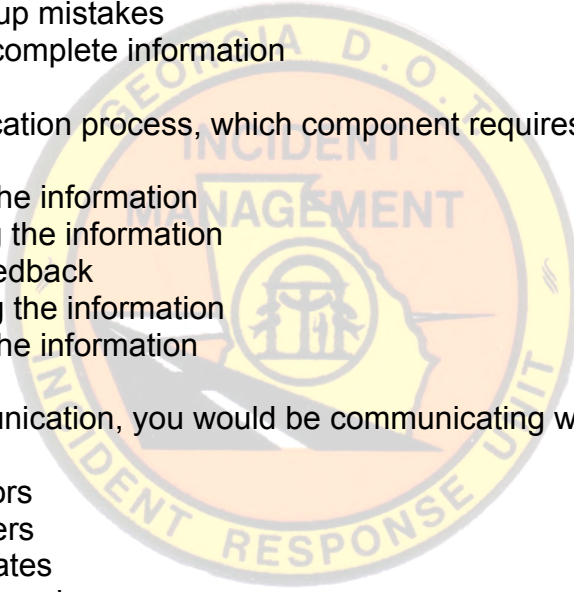
EXAM SCORE \_\_\_\_\_

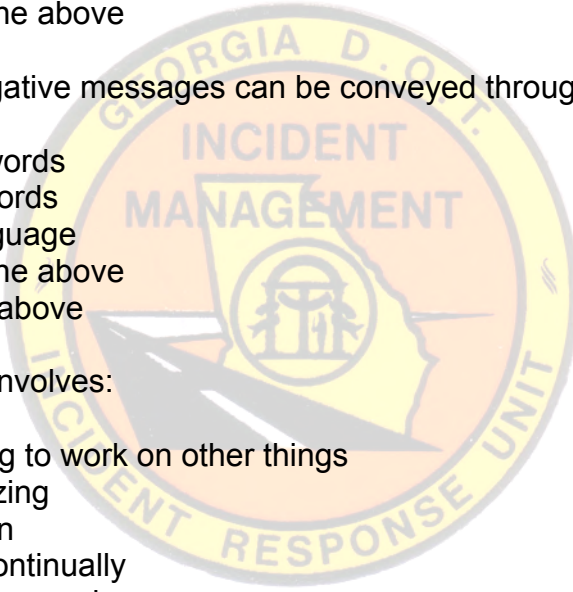
*Circle O around appropriate answer:*

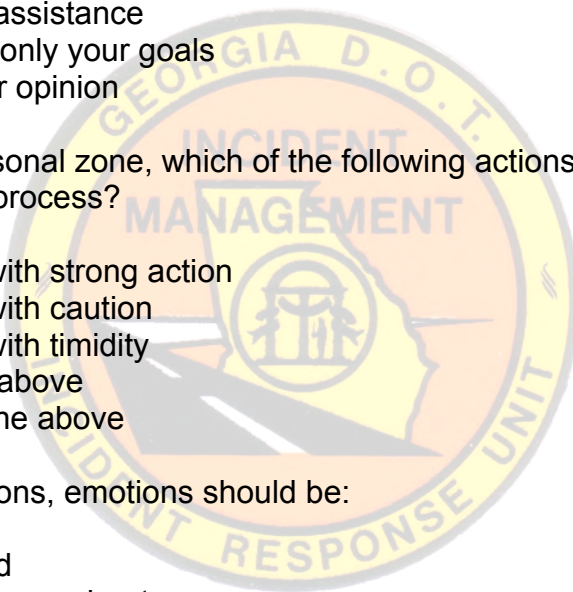
1. Which statement best defines public relations?
  - a) An effort to promote only one organization
  - b) An effort to develop a mutual relationship between an organization and its public
  - c) The cultivation of an organization's personnel
  - d) The development of standard operating procedures
  - e) All of the above
  
2. Which are functions of public relations?
  - a) Promoting goodwill
  - b) Releasing information to the public
  - c) Promoting a service or product
  - d) Reinforcing a positive image
  - e) All of the above
  
3. The public relations function can be accomplished by:
  - a) Verbal communication with other agencies
  - b) Written communications
  - c) Visual methods
  - d) All of the above
  - e) None of the above
  
4. Leadership characteristics include:
  - a) Trust
  - b) Knowledge
  - c) Positive attitude
  - d) None of the above
  - c) All of the above

5. Leaders are usually:
- a) Self-seeking
  - b) Always part of the group
  - c) Think creatively
  - d) None of the above
  - e) All of the above
6. In the decision-making process, all apply, except:
- a) Choosing an alternative
  - b) Evaluating the action taken
  - c) Assessing the situation
  - d) Giving priority to superiors
  - e) gathering data
7. Your role as an Incident Manager may include the following, except:
- a) Traffic Control
  - b) Assisting other agencies
  - c) Helping injured people
  - d) Supervising other agencies
  - e) Securing the scene
8. Giving priority to the three "P's" is part of the Incident Management Operator's role. Which answer below is not one of the three "P's"?
- a) Preserving life
  - b) Protecting property
  - c) Preventing Injury
  - d) Positive Attitude
  - e) None of the above
9. The unified command structure has the following as a goal:
- a) Initiate one agency's plan
  - b) Utilize only one agency's resources
  - c) Make separate agency decisions
  - d) Work together for the common good
  - e) Encourage each agency to freelance
- 



10. Effective Incident Management must include the following elements, except:
- a) Separate goals
  - b) Team approach
  - c) Good communication
  - d) Proper equipment
  - e) Knowledge of the position
11. Counteracting negative publicity can be accomplished by:
- a) Always having to be right
  - b) Having a positive attitude
  - c) Having a superior attitude
  - d) covering up mistakes
  - e) Giving incomplete information
12. In the communication process, which component requires much concentration?
- a) Inputting the information
  - b) Outputting the information
  - c) Giving feedback
  - d) Receiving the information
  - e) Filtering the information
13. In lateral communication, you would be communicating with:
- a) Supervisors
  - b) Co-Workers
  - c) Subordinates
  - d) None of the above
  - e) All of the above
14. Two primary functions exist in Incident Management communication. These are:
- a) Project a positive image
  - b) Keep information flowing
  - c) Increase personal image
  - d) a & b
  - e) b & c
- 

15. Communication a Level 4 incident should be:
- a) Calming
  - b) Correct
  - c) Complete
  - d) None of the above
  - e) All of the above
16. At the field level, you will be communicating with:
- a) Fire & rescue services
  - b) Emergency medical services
  - c) The public
  - d) All of the above
  - e) None of the above
17. Positive and negative messages can be conveyed through:
- a) Spoken words
  - b) Written words
  - c) Body language
  - d) None of the above
  - e) All of the above
18. Active listening involves:
- a) Continuing to work on other things
  - b) Summarizing
  - c) Distraction
  - d) Talking continually
  - e) Critically assessing
19. Communication completeness involves:
- a) Giving all the information
  - b) Giving partial information
  - c) Making the message short
  - d) Perceiving the other person's side
  - e) Speaking clearly
- 
- A circular logo for the Georgia Department of Transportation (D.O.T.) Incident Management Response Unit. The logo features a central shield with a scale of justice and a caduceus, set against a background of a map of Georgia. The text "GEORGIA D.O.T." is at the top, "INCIDENT MANAGEMENT" is in the middle, and "INCIDENT RESPONSE UNIT" is at the bottom.

20. In managing conflict, which style has a low concern for self and a high concern for the other person?
- a) Fighting
  - b) Bargaining
  - c) Avoiding
  - d) Smoothing
  - e) None of the above
21. In winning cooperation, one must:
- a) Admit mistakes
  - b) Always say no
  - c) Demand assistance
  - d) Consider only your goals
  - e) Push your opinion
22. In the warm personal zone, which of the following actions would you take in the communication process?
- a) Move in with strong action
  - b) Move in with caution
  - c) Move in with timidity
  - d) All of the above
  - e) None of the above
23. In conflict situations, emotions should be:
- a) Eliminated
  - b) Allowed to accelerate
  - c) Covered over
  - d) Controlled
  - e) None of the above
- 
- A circular logo for the Georgia Department of Transportation (D.O.T.) Incident Management Response Unit. The logo features a central shield with a scale of justice and a caduceus, set against a background of a road and a sun. The text "GEORGIA D.O.T." is at the top, "INCIDENT MANAGEMENT" is in the middle, and "INCIDENT RESPONSE UNIT" is at the bottom.

24. In the D.I.C.I.D.E. method of managing conflict, the "C" represents:

- a) Compromise
- b) Control
- c) Concede
- d) Communicate
- e) None of the above

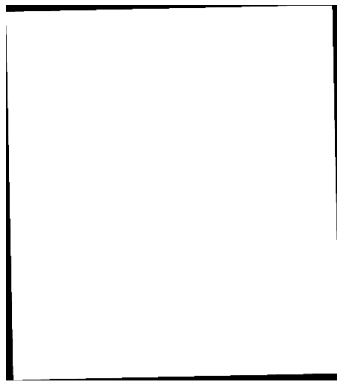
25. Managing conflict situations involves:

- a) Presenting your opinions
- b) Placing yourself in the other's place
- c) Problem solving
- d) None of the above
- e) All of the above

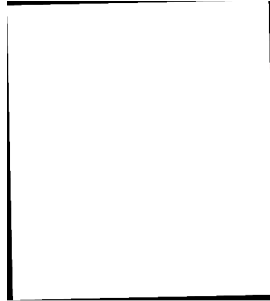


# **HERO UNIT STUDENT TRAINING MANUAL**

## **5. TRAFFIC INCIDENT**



HERO UNIT  
Student Manual - Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**1. Work Zone Traffic Control**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**WZTC**” PowerPoint presentation
- Exam
- Answer Key

**2. Traffic Incident Management**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Traffic Incident Management**” PowerPoint presentation
- Exam
- Answer Key

**3. Traffic Management**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Traffic Management**” PowerPoint presentation
- Exam
- Answer Key

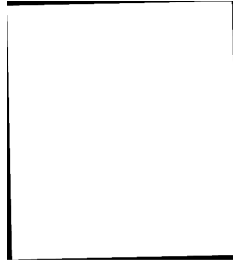
**4. Human Factors & Traffic Control**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Human Factors & Traffic Control**” PowerPoint presentation
- Exam
- Answer Key

**5. Tort Liability & Traffic Control**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Tort Liability & Traffic Control**” PowerPoint presentation
- Exam
- Answer Key

H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Work Zone Traffic Control”**

**Course Overview**

The purpose of this course is to provide the participants with an understanding of the purpose, requirements, responsibility, design, and placement criteria for traffic control devices at incident scenes and construction/maintenance work zones. The participants will consider the factors which affect device placement and how to determine the appropriate taper length and spacing between devices.

# H.E.R.O. UNIT

## WORK ZONE TRAFFIC CONTROL

### I. Introduction

- A. Terms and Definitions
- B. Purpose of Traffic Control Devices
  - 1. Direct
  - 2. Guidance
  - 3. Navigation
- C. Requirements of Traffic Control Devices
  - 1. Fulfill a need.
  - 2. Command attention.
  - 3. Convey a clear, simple meaning.
  - 4. Command respect of road users.
  - 5. Give adequate time for proper response.
  - 6. Five considerations to insure requirements are met:
    - a. Design
    - b. Placement
    - c. Operation
    - d. Maintenance
    - e. Uniformity
- D. Responsibility for Traffic Control Devices
  - 1. State Government
  - 2. Local Jurisdictions
- E. Keys for Effective Traffic Control Devices and Their Application
  - 1. Standardization
  - 2. Simplicity (K.I.S.S.)
  - 3. Consistency
- F. Types of Traffic Control Devices
  - 1. Warning Signs
  - 2. Channelizing Devices
  - 3. Temporary Barriers
  - 4. Pavement Markings
  - 5. Lighting
  - 6. Arrow Boards
  - 7. Special Devices



## **II. Elements Of A Temporary Traffic Control Zone**

### A. Advance Warning Area

1. Urban
2. Rural

### B. Transition Area

### C. Activity Area

1. Work Space
2. Traffic Space
3. Buffer Space

### D. Termination Area

## **III. Warning Sign Series**

### A. Purpose

### B. Placement

### C. Spacing

## **IV. Tapers**

### A. Types of Tapers

1. Upstream
  - a. Merging Taper
  - b. Shifting Taper
  - c. Shoulder Taper
  - d. Two-way Traffic Taper

2. Downstream

- a. Termination Taper

### B. Determining Taper Lengths

1. Formula
2. Conditions
3. Speed
4. Traffic Volumes

## **V. Channelizing Devices**

### A. Traffic Cones

1. Cone Design
2. Cone Application

B. Tubular Markers

1. Design
2. Application

C. Vertical Panels

1. Design
2. Application

D. Drums

1. Design
2. Application

E. Barricades

1. Design
2. Application

F. Other Channelizing Devices

**VI. Installing and Removing Traffic Control Devices**

- A. Installation Sequence
- B. Removal Sequence

**VII. Incident Management Situations**

- A. Definition
- B. When to install control devices
  1. Short duration incidents
  2. Major roadway incidents

- C. How to install control devices at incidents  
See **Typical Applications for Incident Management Situations**

**VIII. Conclusion**

## Traffic Control Outline

**Title: Human Factors and Traffic Control**

### **I. Introduction**

### **II. Three Basic Elements Of A Highway Transportation System**

- A. Roadway
- B. Vehicle
- C. Driver

### **III. Controllable Elements**

- A. Roadway
  - 1. Planned
  - 2. Designed
  - 3. Constructed
  - 4. Operated/Maintained
- B. Vehicle
  - 1. Legislation
  - 2. Vehicle Inspections

### **IV. Uncontrollable Element**

- A. Driver
  - 1. Driver must contend with:
    - a. Traffic
    - b. Traffic controls
    - c. Environment
  - 2. Driver's task
    - a. Be observant
    - b. Monitor
    - c. Make decisions
    - d. Take action
  - 3. Driver error
    - a. Major cause of accident
    - b. Contributing factors

## **V. Traffic Controls And The Driver**

A. Traffic controls must provide:

1. Clear, concise information
2. Repeat the information (Be redundant)
3. Give adequate advance warning
4. Avoid unexpected situations

## **VI. Conclusion**

## Traffic Control Outline

**Title: Traffic Control Devices and Liability**

### **I. Introduction**

### **II. Tort Actions**

- A. Definition

### **III. Three Elements For Tort Action**

- A. Defendant's legal duty
- B. Defendant's failure to perform
- C. Plaintiff's damage

### **IV. Sovereign Immunity**

- A. Definition
- B. State's responsibility
- C. Employee's responsibility

### **V. Potential Targets Of Law Suits**

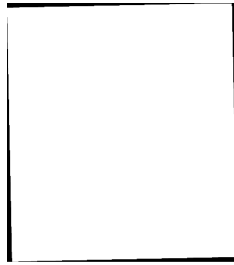
- A. Federal Government
- B. The State
- C. Government Officials
- D. Contractors
- E. Utility Companies
- F. Personnel/Employees

### **VI. Protection From Liability**

- A. Know and Comply
  - 1. MUTCD
  - 2. Section 150-Traffic control
  - 3. Incident management SOP's
- B. Provide proper control devices
- C. Document actions
- D. Inspect
- E. Protect

### **VII. Conclusion**

H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Work Zone Traffic Control”**

**Exam**

**H.E.R.O. UNIT**  
**Work Zone Traffic Control**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\surd$  appropriate answer:**

1. M.U.T.C.D. is an acronym for Manual on Uniform Traffic Control Devices.

True

False

2. The purpose of traffic control devices is to Direct, Guide, and Assist the motorist in navigating his/her vehicle around and through work zone and incident management situations.

True

False

3. A "Traffic Queue" is a line of vehicles waiting in a back up, as a result of congestion, road construction and/or an incident.

True

False

4. Those hours when the highest number of vehicles are found to be traveling a given section of roadway is called "Off Peak Hours".

True

False

5. One of the requirements of traffic control devices is that they must command attention.

True

False

6. Most temporary traffic control work zones are divided into four (4) parts.

True

False

7. The keys for effective application of traffic control devices are, standardization simplicity (K.I.S.S.), and consistency.

True

False

8. To be effective, a traffic control device should meet **2** basic requirements.

True

False

9. Tapers are used to move traffic laterally from one path to another.

True

False

10. The M.U.T.C.D. provides maximum guidelines for proper traffic controls in a work zone.

True

False

**Multiple choice check** ✓ **appropriate answer:**

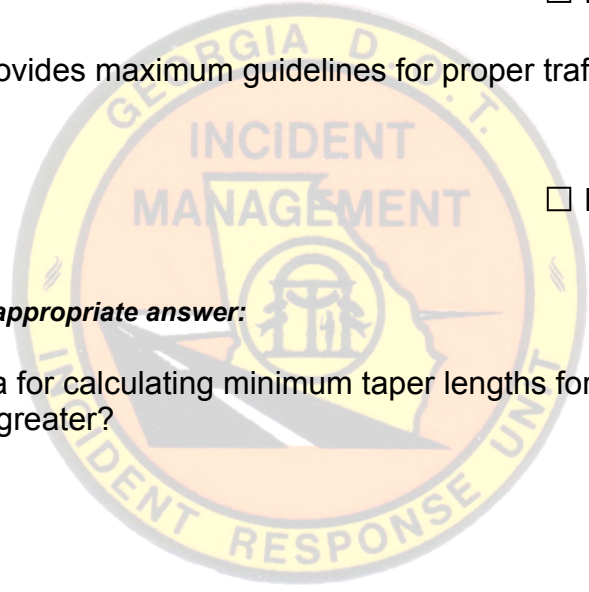
11. What is the formula for calculating minimum taper lengths for a posted speed limit of 45 MPH or greater?

- a.  $L=WS$
- b.  $L=WS^2$
- c.  $L=W-S$
- d.  $L=W^2$

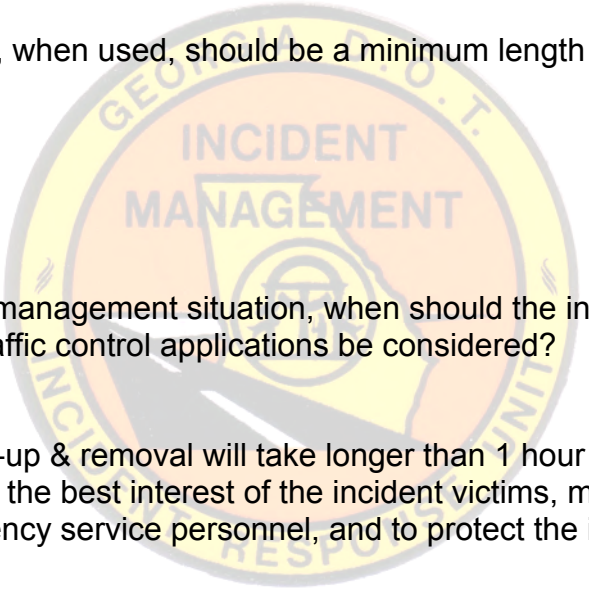
12. What is the formula for calculating minimum taper lengths for a posted speed limit of 40 MPH or less?

- a.  $L=WS$
- b.  $L=WS^2$
- c.  $L= \frac{WS^2}{60}$
- d. none of the above

13. At a work zone where the lateral shift was 12 ft and the posted speed limit is 55 MPH, what would be the minimum taper length?





- \_\_\_\_\_ a. 600 ft. \_\_\_\_\_ c. 660 ft.  
\_\_\_\_\_ b. 800 ft. \_\_\_\_\_ d. 540 ft.
14. Some of the conditions that may affect the placement & spacing of traffic control devices are:
- \_\_\_\_\_ a. Curvature of the roadway (vertical & horizontal alignment)  
\_\_\_\_\_ b. Time of day and traffic volumes  
\_\_\_\_\_ c. Weather conditions  
\_\_\_\_\_ d. all of the above
15. There are two types of tapers:
- \_\_\_\_\_ a. long & short  
\_\_\_\_\_ b. vertical & horizontal  
\_\_\_\_\_ c. upstream & downstream  
\_\_\_\_\_ d. inside & outside
16. A termination taper, when used, should be a minimum length of:
- \_\_\_\_\_ a. 200 ft  
\_\_\_\_\_ b. 100 ft  
\_\_\_\_\_ c. 500 ft  
\_\_\_\_\_ d. 300 ft
17. During an incident management situation, when should the installation of more permanent traffic control applications be considered?
- \_\_\_\_\_ a. Never  
\_\_\_\_\_ b. If clean-up & removal will take longer than 1 hour  
\_\_\_\_\_ c. If it is in the best interest of the incident victims, motorists, emergency service personnel, and to protect the incident site.  
\_\_\_\_\_ d. b & c
18. The primary function of traffic control devices at an incident management scene is to:
- \_\_\_\_\_ a. make the unit look good  
\_\_\_\_\_ b. keep the operators busy by putting out traffic control devices  
\_\_\_\_\_ c. protect the victims, the scene, other emergency service personnel and to move road users safely and expeditiously past or around the incident.  
\_\_\_\_\_ d. none of the above
- 
- A circular watermark logo for the Georgia State University Incident Management Unit is centered on the page. The logo features a yellow background with a black border. Inside the circle, the words "INCIDENT MANAGEMENT" are written in a bold, sans-serif font. Below this, there is a stylized graphic of a person in a uniform, possibly a responder, and the words "UNIT" and "RESPONSE" are partially visible at the bottom. The Georgia State University name is also partially visible around the perimeter of the circle.

19. Properly placed traffic controls at incident sites can reduce the likelihood of...

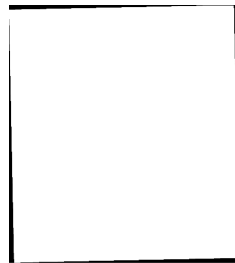
- a. being reprimanded by the safety officer
- b. secondary crashes
- c. receiving a citation
- d. none of the above

20. What are the primary traffic control devices of the HERO operator?

- a. signs and barricades
- b. barrier wall and traffic drums
- c. traffic cones, arrow board, warning lights, flares, PA/Siren system
- d. none of the above



H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Traffic Incident Management”**

**Course Overview**

The purpose of this course is to introduce the HERO trainee to traffic incident management as a means to enhance highway safety; reduce the duration of an incident and to assist disabled motorists.

# HERO UNIT

## WHAT IS TRAFFIC INCIDENT MANAGEMENT?

### I. OVERVIEW

Responding to traffic incidents is not new, but managing incidents in an effective, efficient manner is a relatively new concept. By managing incidents we are able to expedite the clean-up and removal of incidents and lessen the impact on traffic flow.

### II. PURPOSE

The purpose of this course is to introduce the participants to incident management as a means to enhance highway safety; reduce the duration of an incident and to assist disabled motorists.

### III. TRAFFIC INCIDENT MANAGEMENT DEFINED

Webster's Dictionary defines Incident Management as:

*Incident:* "an event, occurrence or interruption of procedures"

*Management:* "to direct or control something or someone"

The HERO Unit defines "Incident Management" as:

*An incident: is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.*

*Management: is the ability and technique to control an incident through **Detection, Response, Verification and Clearing** of the roadway.*

### IV. DEFINITIONS

- **Incident**  
*Is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.*
- **Detection**

*Determination that an incident, of some nature, indeed has occurred.*

- **Response**  
*The reaction to a reported incident for the purpose of verification and management of the incident.*
- **Verification**  
*Determination of the precise location and nature of the incident.*
- **Removal/Clearing**  
*Removal of wreckage, debris, spilled materials, etc., from the roadway and restoring the roadway capacity to its pre-incident condition.*

## V. THE 2 CATEGORIES OF INCIDENTS

- **Predictable**  
Maintenance Activities  
Construction  
Special Events (major traffic generators)  
Planned Events
- **Unpredictable**  
Accidents  
Stalled Vehicles  
Weather  
Bridge, Roadway, Sign  
(collapse or failure)

## VI. WHEN ARRIVING AT AN ACCIDENT SCENE

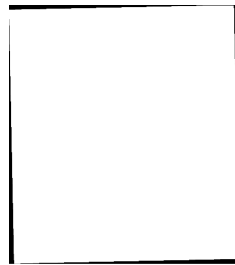
**Remember: I.F.S.T.A.**

- **I** *Identify*
- **F** *Formulate objectives*
- **S** *Select desired plan of action*
- **T** *Take action*
- **A** *Analyze*

## VII. SUMMARY

Incident Management is a program designed to detect and remove incidents and restore traffic capacity as safely and as quickly as possible.

H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Traffic Incident Management”**

**Exam**

**H.E.R.O. UNIT**  
**Traffic Incident Management**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\checkmark$  appropriate answer:**

1. A traffic incident, is any non-recurrent event which causes reduction of roadway capacity or abnormal increase in demand.

True

False

2. Management, is the ability and technique to control an incident through Detection, Response, Verification, and Clearing of the roadway.

True

False

3. There are two categories of incidents.

True

False

4. Incident Management is a means to enhance highway safety; reduce the duration of an incident and assist disabled motorists.

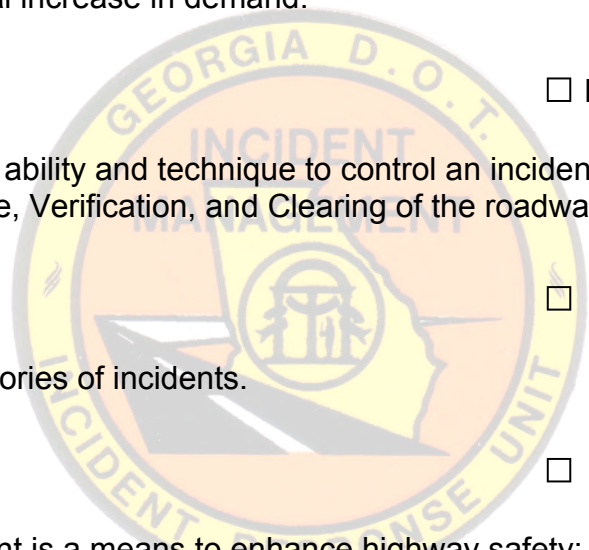
True

False

5. The primary responsibility of the HERO Unit is Incident Management.

True

False



**Multiple choice check ✓ appropriate answer:**

6. The reaction to a reported incident for the purpose of verification and management of the incident is known as:

- a. verification
- b. response
- c. management
- d. reaction

7. Determination of the precise location and nature of the incident is known as:

- a. response
- b. detection
- c. verification
- d. notification

8. Removal of wreckage, debris, spilled materials, etc., from the roadway and restoring the roadway capacity to its pre-incident condition is known as:

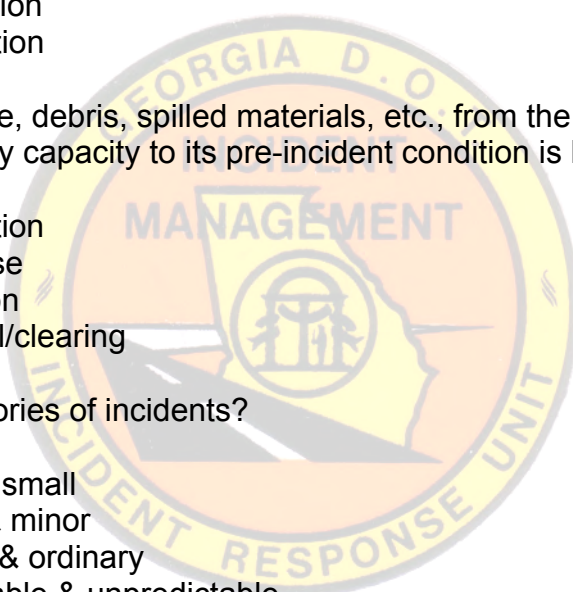
- a. verification
- b. response
- c. detection
- d. removal/clearing

9. Which are the categories of incidents?

- a. large & small
- b. major & minor
- c. special & ordinary
- d. predictable & unpredictable

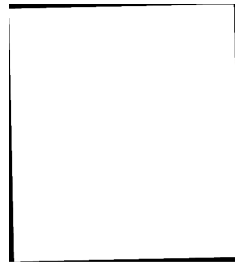
10. When you are the first responder to arrive at the scene of an incident, you should apply the techniques outlined by the following acronym:

- a. S.L.O.W.
- b. F.I.R.T.
- c. A.M.E.N.
- d. I.F.S.T.A.





H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Traffic Management”**

**Course Overview**

This course is designed to provide a brief explanation of “Traffic Management”, as it relates to Incident Management.

# HERO UNIT TRAFFIC MANAGEMENT

## I. OVERVIEW

This course is designed to provide a brief explanation of the meaning of "Traffic Management", as it relates to Incident Management.

## II. WHAT IS TRAFFIC MANAGEMENT?

It is the application of traffic control measures in the area of an incident.

## III. TRAFFIC MANAGEMENT *INCLUDES*:

- Lane closures and openings (setting up traffic control for lane closures & detours).
- Establishing and operating alternate routes.
- Diversions
- Parking of emergency vehicles and equipment.
- Ensuring the safety of the victims, motorists, and emergency personnel.
- Clearing the roadway and removing traffic control.

*Remember: As HERO operators we must consider traffic, not just from the perspective of how traffic affects the incident, but also how the incident affects traffic.*

Note: Traffic Management is the application of traffic control measures at the incident site and on facilities affected by the incident.

## IV. GOALS OF TRAFFIC MANAGEMENT

- Minimize traffic disruption
- Protect the victims
- Maintain a safe work area for responders
- Protect the scene

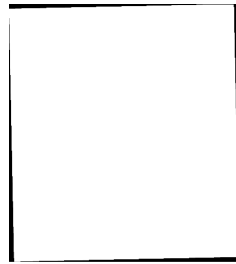
## V. TECHNIQUES TO IMPROVE TRAFFIC FLOW

- Establish traffic control at the scene
- Manage the roadway space
- Deploy appropriate personnel to assist in managing traffic
- Remove traffic controls and re-open lanes, as soon as practical

## **VI. SUMMARY**

The use of traffic management at an incident site is typically exercised through the use of the emergency warning lights, arrow boards, and temporary traffic control devices. This process typically improves traffic flow stability, safety and minimizes the impact of an incident on traffic congestion.

H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Traffic Management”**

**Exam**

**H.E.R.O. UNIT**  
**Traffic Management**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\surd$  appropriate answer:**

1. Traffic Management is directly associated with Incident Management.

True

False

2. Traffic Management is the application of traffic control measures in the area of an incident.

True

False

3. Traffic Management includes the parking of emergency vehicles at the incident site.

True

False

5. Proper traffic management will determine how smoothly and safely traffic flows through the incident area.

True

False

**Multiple choice check 4 appropriate answer:**

6. As HERO operator's, we must consider traffic, not just from the perspective of how traffic effects the incident, but also how the incident affects...

- a. the Department
- b. media
- c. the traffic
- d. none of the above

7. What are some of the goals of Traffic Management?

- a. minimize traffic disruption
- b. protection of the victims
- c. maintain a safe work area for responders
- d. protect the scene
- e. all of the above

8. Techniques to improve traffic flow.

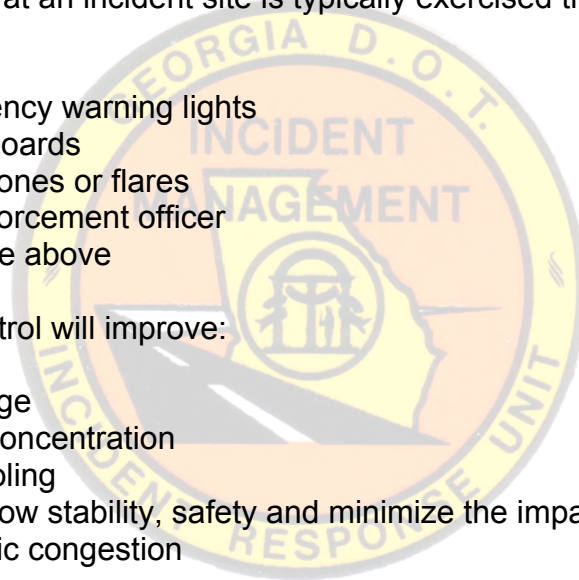
- a. establish traffic control at the incident scene
- b. manage roadway space
- c. remove traffic control and re-open roadway
- d. all of the above

9. Traffic Management at an incident site is typically exercised through the use of:

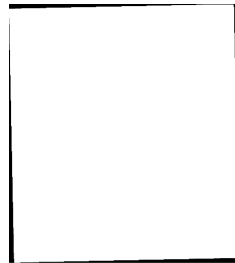
- a. emergency warning lights
- b. arrow boards
- c. traffic cones or flares
- d. law enforcement officer
- e. all of the above

10. Effective traffic control will improve:

- a. road rage
- b. driver concentration
- c. van pooling
- d. traffic flow stability, safety and minimize the impact of an incident on traffic congestion



H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Human Factor & Traffic Controls”**

**Course Overview**

This course is design to provide the HERO trainee with information concerning the role that Human Factors play, as it relates to the use of traffic controls and devices.

# HERO UNIT

## HUMAN FACTOR and TRAFFIC CONTROLS

### I. OVERVIEW

This course is designed to provide the HERO operator with information concerning the role that Human Factors play, as it relates to the use of traffic controls.

### II. INTRODUCTION

This course will look at various elements and how they affect the Human Factor, in this case, the Driver of a vehicle.

**We will define & discuss:**

- The human factor
- Elements of the human factor
- The highway system
- The environment
- The driver
- The importance of proper traffic controls

### III. HUMAN FACTOR DEFINED

Human Factors is the application of relevant information about human characteristics and behavior to the design of objects, facilities, and environments that people use.

### IV. ELEMENTS OF THE HUMAN FACTOR

***Attitude***  
***Habits***  
***Capabilities***



## V. DRIVER ATTITUDE

- Anger
- Grief
- Joy
- Anxious

*Note: all of these emotions can affect the way a driver operates his/her vehicle.*

## VI. DRIVER HABITS

- People are creatures of habit
- People don't change habits easily
- Traffic controls can violate a drivers expectancy

## VII. DRIVER CAPABILITIES

- Youth (inexperienced)
- Older drivers (diminished abilities)
- Drivers with physical limitations
- Drivers under the influence

### ***ATTITUDE, HABITS, AND CAPABILITIES***

*All of these elements affect how the motorist will react to traffic controls.*

## VIII. ELEMENTS OF THE HIGHWAY SYSTEM

***Roadway  
Vehicle  
Driver***

## IX. THE HIGHWAY SYSTEM

**Roadway is:**

- *Planned/ Design*
- *Constructed*
- *Operated*
- *Maintain*

## X. THE VEHICLE

**Vehicle is:**

- *Designed – with built-in safety features (seatbelts, air bags, anti-lock brakes, etc.)*
- *Crash tested*

## XI. THE DRIVER (HUMAN FACTOR)

- Is required by law to have a driving permit or license
- Required by law to carry insurance
- Is monitored by law enforcement
- May receive citations, be fined, license suspended, etc.
- May lose driving privileges

**BUT...When it comes down to it... We, as HERO operators, have very little or no control over this element-the driver.**

- We can't drive for them
- We have to accept them as they are
- They are the **most dangerous** element of all

## XII. THE DRIVER'S VIEW POINT

He or she has to contend with:

- **Traffic** - vehicles and pedestrians
- **Traffic Controls** – Traffic signals, warning signs, regulatory signs, construction signs and devices, etc.
- **Environment** – Rain, snow/ice, sunshine, nighttime

## XIII. THE TASK OF THE DRIVER

- **Must observe** (other vehicles, weather, traffic controls, etc.)
- **Monitor** (operations of their vehicle, speed, steering, flow of traffic, braking, etc.)
- **Make decisions** (may not always be the right one...that's the **Human Factor!**) ***on average a driver makes 1 to 3 decisions per second.***
- **Take action** (apply brakes, steer right/left, sound the horn, accelerate, etc.)

**NOTE: In some ways a Driver is like a computer:**

- Always collecting information
- Processing data or information
- Consistently making decisions
- Requesting and taking action

**But Unlike Computers:**

- Drivers are constantly making errors and then having to take action to compensate for them.
- However, most driver error can be corrected by turning the steering wheel, applying brakes or accelerating.

**REMEMBER:** While human error is the main cause of vehicle accidents, there are other factors which contribute to the occurrence of accidents and traffic controls can be a contributing factor.

#### **XIV. CONTRIBUTING FACTORS IN CRASHES/ACCIDENTS**

- Improper traffic control devices
- Improper placement of traffic control devices
- Insufficient advance warning signs
- Parking the HERO vehicle in a blind spot (not visible to on coming traffic)

#### **REMEMBER:**

- Drivers make mistakes, at times, due to inadequate information
- It is important to remember, that drivers make their own decisions based on information that is available to them
- Those who are responsible for traffic control must work with drivers and their driving tendencies

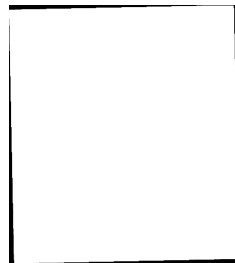
#### **XV. TRAFFIC CONTROLS SHOULD BE:**

- Clear and concise
- Redundant (repeat information)
- Provide adequate advance warning
- Avoid unexpected situations
- The best traffic control offers no surprises

#### **XVI. SUMMARY**

Human Factor is an important factor and much consideration must be given in order to **safely** navigate motorists through and around work zones and incident management situations.

H.E.R.O. UNIT  
Student Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Human Factor & Traffic Controls”**

**Exam**

**H.E.R.O. UNIT**  
**Human Factor and Traffic Controls**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\surd$  appropriate answer:**

1. People are creatures of habit.

True

False

2. People don't change habits easily.

True

False

3. Traffic controls can not violate a driver's expectancy.

True

False

4. Human error is the major cause of vehicle accidents.

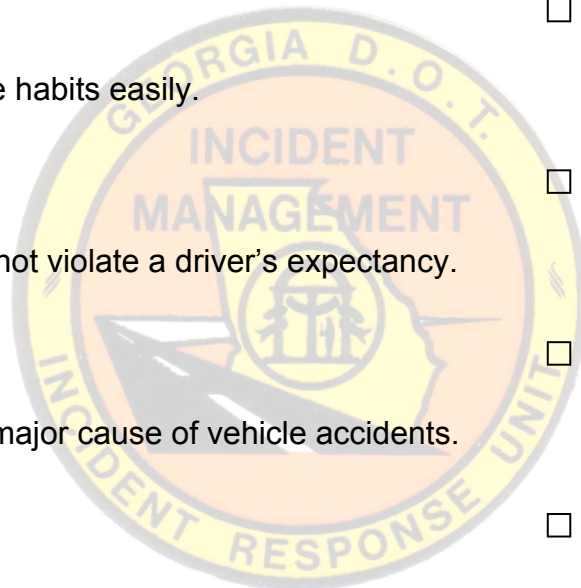
True

False

5. Human factor is the application of relevant information about human characteristics and behavior to the design of objects, facilities, and environments that people use.

True

False



**Multiple choice check ✓ appropriate answer:**

6. There are three elements which make up the human factor.

- a. body, soul, spirit
- b. intellect, mind, reason
- c. attitude, habits, capabilities
- d. forethought, reflections, determination

7. Driver attitude can be affected by:

- a. Anger
- b. Grief
- c. Joy
- d. anxious
- e. all of the above

8. Youth, old age, physical limitations, and DUI, are elements of the human factor that effect:

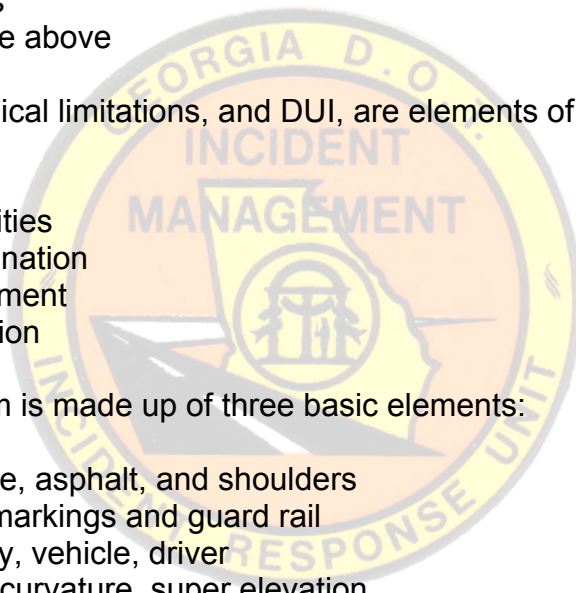
- a. capabilities
- b. determination
- c. commitment
- d. dedication

9. The Highway System is made up of three basic elements:

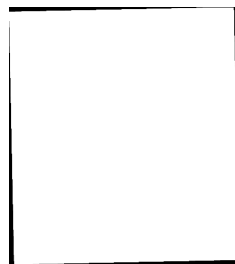
- a. concrete, asphalt, and shoulders
- b. signs, markings and guard rail
- c. roadway, vehicle, driver
- d. speed, curvature, super elevation

10. Of all the elements, which element do we have the least control over?

- a. vehicle
- b. highway
- c. driver
- d. none of the above



H.E.R.O. UNIT  
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**TRAFFIC INCIDENT MANAGEMENT**



**“Tort Liability & Traffic Controls”**

**Course Overview**

This course is designed to provide the HERO trainee with information on tort liability & traffic control and guidelines to protect themselves from liability.

# HERO UNIT

## TRAFFIC CONTROL & TORT LIABILITY

### I. OVERVIEW

This course is designed to provide the HERO operator with information on tort liability & traffic control and guidelines to protect themselves from liability.

### II. PURPOSE

To emphasize to the HERO employees, the importance of performing their duties using the methods and techniques as they were trained.

### III. INTRODUCTION

We as HERO operators, DOT employees, or as just human beings, have an obligation to our fellow man to perform our duties as safely as possible.

### IV. OUR OBLIGATION

- It's a moral obligation
- An obligation of duty
- As HERO operators, we have a duty to at least minimize the chance or probability of injury to our fellow man.
- We have a duty to maintain & provide our roadways in a safe condition, so as not to expose motorists to undue hazards
- While we can't protect motorists from all hazards, we should strive to at least minimize those hazards
- When existing hazards cannot be eliminated, there is a duty to warn motorists of the potential hazard

### V. BASIC DEFINITIONS



## **TORT**

“A wrongful act, not including breach of contract or trust, that results in injury to another person’s property or the like and for which the injured party is entitled to compensation.”

## **NEGLIGENCE**

“An act or omission within the scope of the duties of an individual, agency, or organization that leads to the harm of a person or of the public; the failure to use reasonable care in one’s actions.”

## **ORDINARY CARE**

“Courts base settlements on the level of care that a reasonably experienced and prudent professional or other individual would have taken in the same or a similar event or action. This level of care is referred to as “ordinary care”.

## **SOVEREIGN IMMUNITY**

“Traditionally, under the doctrine of Sovereign Immunity, a local government was immune from tort liability for damages or injury caused by the municipality’s negligent violation of another person’s rights.” (they couldn’t be sued)

## **VI. LEGAL ACTION**

Can legal action be taken against a Government Agency today?

### **YES!**

Government agencies, contracting individuals who engage in working on our streets and highways, are subject to legal action under the law of Tort Liability.

## **VII. ELEMENTS OF TORT LIABILITY**

- Defendant must have a duty to perform
- Defendant must have failed to responsibly perform his/her duty
- Defendant’s failure (negligence) was directly responsible for the injury or damage
- Plaintiff was not guilty of contributing to the cause of the incident
- Plaintiff incurred damages resulting from the incident

## **VIII. WHO CAN BE SUED**

- Federal Government
- State Government
- County & City Governments
- Contractors
- Government employees
- Utility companies

- Individual workers
- Almost anyone

## IX. GOVERNMENT POLICIES

Government once said, "You can't sue the government, you'd be suing yourself, since you are a taxpayer."

BUT...This doctrine of Sovereign Immunity has under gone considerable erosion over the past years and very few States now adhere to this practice.

States have different policies now:

- Some States are now compensating victims for negligence resulting in damage
- Many have adopted a policy that allows the Government to give permission for people to sue the State.
- Some States allow individuals to sue under special statues, as approved by legislation

### Georgia's Tort Claim Act:

The Georgia's Tort Claims Act waives the state's sovereign immunity for certain torts committed by its officers and employees acting within the scope of their employment.

By waiving sovereign immunity for such torts, the Act makes the State liable for those torts in the same manner as a private individual or entity would be liable under like circumstances.

The Act applies only to actions brought in the courts of the State of Georgia and does not apply to actions brought in the courts of the United States.

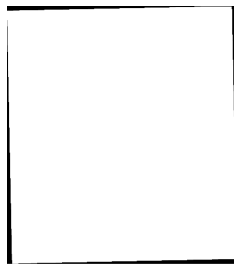
## X. HOW DO WE PROTECT OURSELVES?

- Properly install traffic controls at incident sites
- Properly use emergency warning lights and arrow boards
- Perform your duties in accordance with the unit's standard operating procedures and the techniques learned through the HERO training course and on-the-job-training
- Report damages of roadway items to the TMC (guard rail, attenuator's, signs, potholes, etc.)
- Keep good records (operator's daily assist log)
- Use first-aid skills, as per your training level
- Perform your duties as a professional

## XI. SUMMARY

America is experiencing an increase in tort liability claims, more lawsuits are being filed, legal action is becoming broader in its scope, governments, corporation and professionals are being sued for larger claims. As HERO operators, we must be **safety conscious** as we perform our daily duties, **we must do our job right!**

H.E.R.O. UNIT  
Instructor's Manual – Section 5  
**TRAFFIC INCIDENT MANAGEMENT**



**“Tort Liability & Traffic Control”**

**Exam**

**H.E.R.O. UNIT**  
**Tort Liability & Traffic Control**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\checkmark$  appropriate answer:**

1. We have an obligation to our fellow man to perform our duties as safely as possible.

True

False

2. We have a moral obligation, as well as, an obligation of duty.

True

False

3. When existing hazards cannot be eliminated we should just forget about it.

True

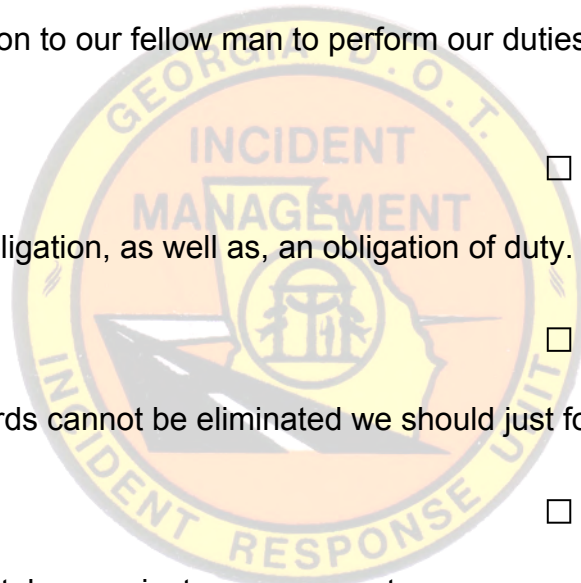
False

4. Legal action can be taken against a government agency.

True

False

5. HERO operators cannot be sued.



True

False

**Multiple choice check ✓ appropriate answer:**

6. A wrongful act, not including breach of contract or trust, that results in injury to another person's property or the like and for which the injured party is entitled to compensation is known as a:

- a. legal brief
- b. tort
- c. subpoena
- d. rite

7. An act or omission within the scope of the duties of an individual, agency or organization that lead to harm of a person or of the public; the failure to use reasonable care in one's actions is known as:

- a. tort
- b. carelessness
- c. negligence
- d. a mistake

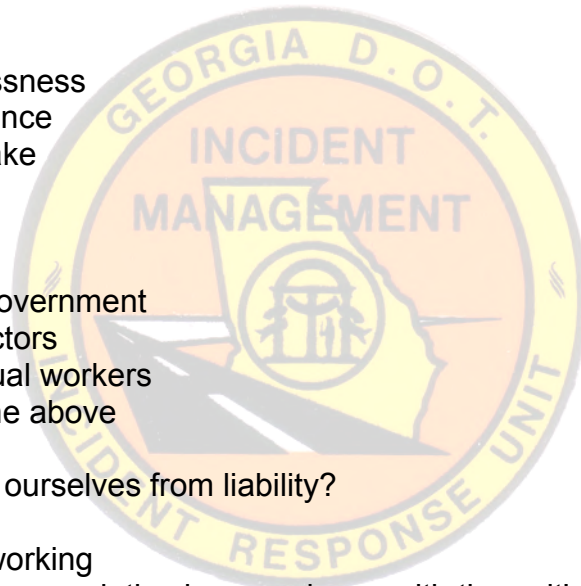
8. Who can be sued?

- a. state government
- b. contractors
- c. individual workers
- d. all of the above

9. How can we protect ourselves from liability?

- a. quick working
- b. perform your duties in accordance with the unit's SOP's and training techniques.
- c. have a good lawyer
- d. none of the above

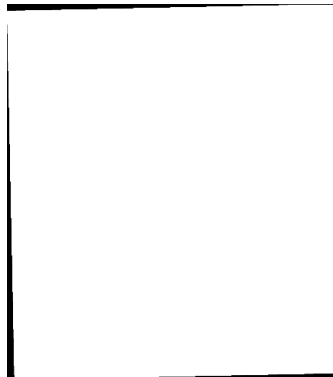
10. What can we do at incident sites to make the incident safer for all involved?



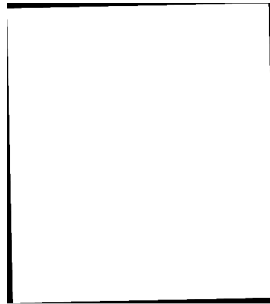
- a. properly install traffic control
- b. use emergency warning lights and arrow board
- c. use PA/Siren system, accordance with unit policy
- d. all of the above

# HERO UNIT STUDENT TRAINING MANUAL

## 6. RESCUE OPERATIONS



HERO UNIT  
Student Manual - Section 6  
**RESCUE OPERATIONS**



**1. Incident Protocol – Medical Assistance**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Incident Protocol-Medical Assistance**” PowerPoint presentation
- Exam
- Answer Key

**2. Incident Protocol – Hazardous Materials**

- Course Overview
- Instructor's Training Notes
- Visual Aid – See “**Incident Protocol-Hazardous Materials**” PowerPoint presentation
- Exam
- Answer Key

**3. Crash Victim Extrication**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*

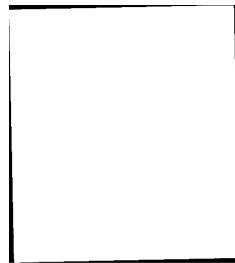
#### 4. **First Responder – Hazardous Materials**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*

#### 5. **First Responder – First Aid**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*

## H.E.R.O. UNIT Student Manual – Section 6 **RESCUE OPERATIONS**



### **“Incident Protocol-Medical Assistance”**

#### **Course Overview**

This course is designed to establish sequence protocol for the HERO operator accessing an incident with possible injuries AND their responsibility for rendering aid to the victims.



# HERO UNIT

## INCIDENT PROTOCOL – MEDICAL ASSISTANCE

### I. OVERVIEW

This course is designed to establish sequence protocol for the HERO operators concerning their responsibility for providing first-aid to victims injured in motor vehicle accidents.

### II. FIRST RESPONDER

#### UPON ARRIVAL AT THE SCENE:

- Notify the TMC dispatcher that you have arrived on the scene
- Establish command
- **Evaluate the scene**  
Before approaching the victim(s), make certain that you will be in no danger while working with the injured. If there is a hazard, make sure you can control it before you approach the victims. If you cannot control the hazard, wait for back up assistance to arrive.
- Protect the scene
- Ask, is anyone injured?
- Provide the TMC dispatcher with specific details of the incident and request appropriate assistance / back up
- **Administer first-aid**  
Use the gear that is appropriate for the situation and that you are required to wear (reflective safety vest, eye protection, gloves, PPE, etc.)  
**REMEMBER:** Do ONLY what you have been trained and certified to do!  
**Legally and ethically you are limited by your training level.** If you attempt to act beyond your training, you may injure yourself, cause harm to the patient, or add to the extent of the incident.

### III. MANAGING AN INCIDENT WITH INJURIES

*Be prepared:*

- Have proper training, tools, and equipment
- Proper medical supplies (maintain jump bag)
- Non medical supplies (PPE, blanket, window punch, seatbelt cutter, etc.)
- Check equipment and supplies (warning lights, arrow board, P/A system, traffic cones, haz-mat booms, etc.)

#### **IV. RESPONSIBILITIES AT THE SCENE**

- Make sure the scene is safe
- Evaluate the situation
- Gain access to victims
- Freeing trapped victims
- Evaluating victims and providing care
- Assist EMS as needed upon their arrival
- Managing & Monitoring traffic flow at the scene

#### **V. EVALUATING THE TRAUMA PATIENT**

##### **Evaluate mechanism of injury, if SIGNIFICANT:**

- Interview family / bystanders
- Check for adequate breathing & serious bleeding
- Perform rapid trauma assessment
- Detailed physical exam

##### **Evaluate mechanism of injury, if NOT SIGNIFICANT:**

- Interview patient
- Assess for life threatening problems
- Check vital signs
- Detailed physical exam, as needed

##### **General Patient Evaluation**

##### **Primary Survey:**

- Evaluate the **A**irway
- Evaluate the **B**reathing
- Evaluate the **C**irculation

##### **Secondary Survey:**

- Obtain vital signs
- Perform a problem specific physical examination
- Obtain history

## Assessment Summation

- Consider information from the primary and secondary surveys
- Determine patient's primary problem
- Proceed to the appropriate treatment protocol
- Administer First-Aid

## VI. RELINQUISING RESPONSIBILITY

When the EMS arrive on the scene, provide them with all the information you have gathered concerning the injured. Offer your assistance, if not needed, hand off to the EMS for further patient care and transporting.

Notify the TMC that other emergency services have arrived on the scene and that you have relinquished the care of the injured to the EMS personnel.

Continue to keep the TMC dispatcher informed, as to the status of the incident.

When the incident is cleared and all lanes are open, notify the TMC, fill out the daily assist log, and return to your assigned route and continue patrolling.

## VII. SECONDARY RESPONDER

- Notify the TMC dispatcher that you have arrived on the scene
- Advise the dispatcher as to which emergency service units are present on the scene
- Start traffic management (protect the scene with traffic controls)
- Assist other agencies as needed

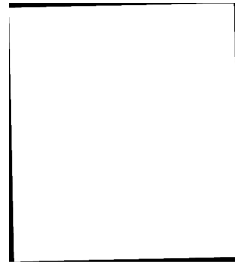
## VIII. SUMMARY

Remember: every traffic incident will be different and there are no fast rules that will cover every situation. The HERO operator will use this basic protocol for guidance but must also use good judgment and common sense to avoid further injuries to those persons involved, yourself, or a co-worker.

☞ *Limit your actions to your **training level**.*

☞ *Do **ONLY** what you've been trained to do, as a HERO Operator!*

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



**“Incident Protocol – Medical Assistance”**

**Exam**

**H.E.R.O. UNIT**  
**Incident Protocol-Medical Assistance**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  appropriate answer:**

1. Upon arrival at the scene of an injury incident, the first thing you should do is contact the TMC dispatcher and advise them that you are on the scene.

True

False

2. Before approaching the victim(s), you should evaluate the scene for any possible dangers.

True

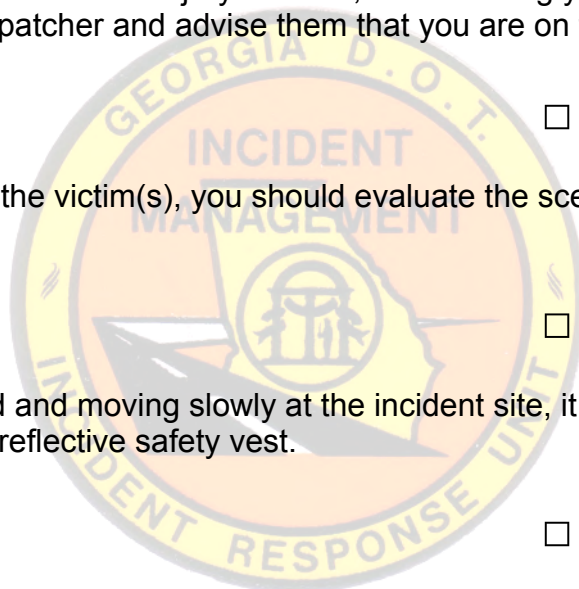
False

3. If traffic is congested and moving slowly at the incident site, it is not necessary for you to wear your reflective safety vest.

True

False

4. You should do ONLY what you have been trained and certified to do, never act beyond your training level.



True

False

5. One of the responsibilities of the HERO operator is to make sure the incident scene is safe.

True

False

**Multiple choice check ✓ appropriate answer:**

6. As a first responder on the scene you should:

- a. evaluate the scene
- b. protect the scene
- c. ask, is anyone injured?
- d. administer first-aid
- e. all of the above

7. As it relates to first responders, what does PPE stand for?

- a. protective panel equipment
- b. personal protective evaluation
- c. personal protective equipment
- d. personal placement examination

8. As it relates to general patient evaluation, what are the ABC's?

- a. airway, bleeding, concussion
- b. administer, broken, cuts
- c. acute, bruised, compound
- d. airway, breathing, circulation

9. What should the HERO operator do after relinquishing responsibility of the injured, to the EMS?

- a. notify TMC that EMS are on the scene and have assumed patient care
- b. continue Incident and Traffic management
- c. provide the TMC with incident status reports until incident is cleared
- d. all of the above

10. If you arrive at an incident scene, as a secondary responder, what should you do?

- a. notify the TMC dispatcher that you have arrived on the scene
- b. evaluate the scene
- c. provide additional detailed information concerning the incident to the TMC
- d. start traffic and incident management
- e. all of the above

### **CPR IN THREE SIMPLE STEPS**

#### **1. CALL**

Check the victim for [unresponsiveness](#). If there is no response, Call 911 and return to the victim. In most locations the emergency dispatcher can assist you with CPR instructions.



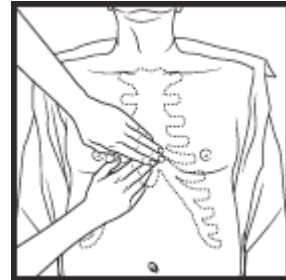
#### **2. BLOW**

Tilt the head back and listen for [breathing](#). If not breathing normally, pinch nose and cover the mouth with yours and blow until you see the chest rise. Give 2 breaths. Each breath should take 1 second.



#### **3. PUMP**

If the victim is still not breathing normally, coughing or moving, begin chest compressions. [Push](#) down on the chest 1 1/2 to 2 inches 30 times right between the nipples. Pump at the rate of 100/minute, faster than once per second.





**CONTINUE WITH 2 BREATHS AND 30 PUMPS UNTIL HELP ARRIVES**

NOTE: This ratio is the same for one-person & two-person CPR. In two-person CPR the person pumping the chest stops while the other gives mouth-to-mouth breathing.



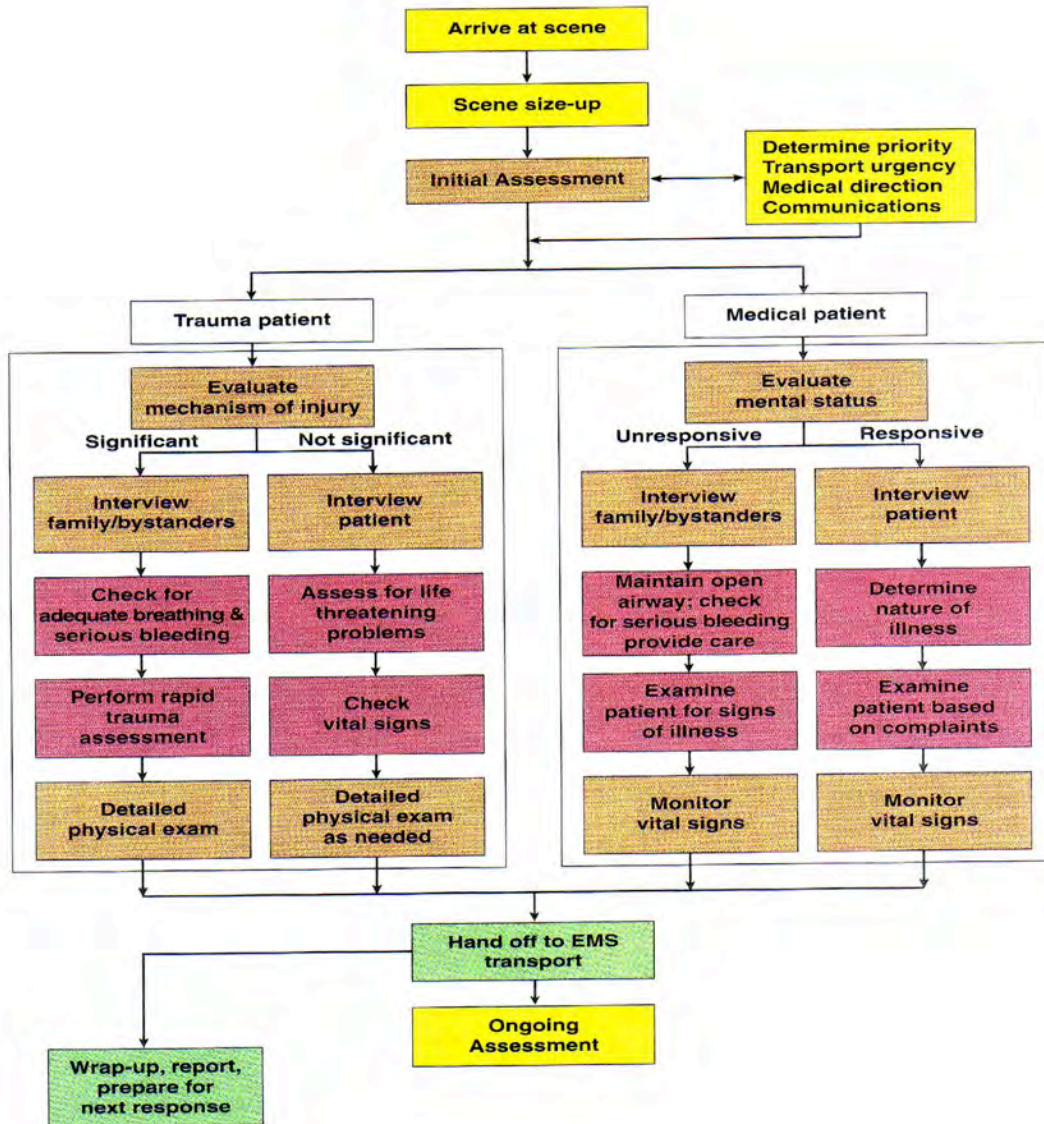
## Infant CPR & Choking

Breathing	Infant CPR	Infant Choking	Choking unconscious
Tap baby's feet and shout "Are You OK"	Tap baby's feet and shout "Are You OK"	If baby makes no noise, doesn't cry but is trying to, face is turning blue...	Tap baby's feet and shout "Are You OK"
If alone, yell for help!	If alone, yell for help!	Supporting head, neck, and chest with one arm and baby's face towards floor...	If alone, yell for help!
<b>Carefully</b> tilt forehead back and lift chin. Open airway only slightly.	<b>Carefully</b> tilt forehead back and lift chin. Open airway only slightly.	Perform up to five (5) back blows. Then, with opposite arm, support head, neck, and back.	<b>Carefully</b> tilt forehead back and lift chin. Open airway only slightly.
Check breathing for five (5) seconds. Look, listen, and feel.	Check breathing for five (5) seconds. Look, listen, and feel.	Perform up to five (5) chest thrusts using two (2) fingers on baby's chest.	Check breathing for five (5) seconds. Look, listen, and feel.
Give two (2) slow breaths. Place your mouth over nose and mouth of baby.	Give two (2) slow breaths. Place your mouth over nose and mouth of baby.	Continue cycle of back blows and chest thrusts until baby begins to cry or becomes unconscious	Attempt to give two (2) slow breaths. If they don't go in, reattempt.
Check for pulse for ten (10) seconds on the inside of upper arm against bone.	Check for pulse for ten (10) seconds on the inside of upper arm against bone. If no pulse, start CPR.	If baby becomes unconscious, check mouth, give two (2) breaths, give back blows and chest thrusts. Repeat.	Perform back blows and chest thrusts, check mouth, attempt breaths. Repeat.
If pulse present, give one (1) breath every five (5) seconds for one minute.	Do a cycle of three (3) compressions and one (1) breath for one minute, then call 911	When performing back blows and chest thrusts, keep baby's head lower than body	<u>If the first breath doesn't go in, reposition the airway and try again.</u>

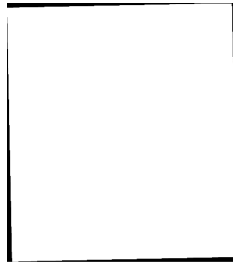
### Child CPR & Choking

Child breathing	Child CPR	Conscious choking
Shake victim Very Gently and shout "Are You OK?"	Shake victim Very Gently and shout "Are You OK?"	Ask "Are You Choking?" If child can cough, speak, or breathe, encourage child to cough only. If child cannot speak or breathe...
Tell someone to call 911. If alone, yell for help!	Tell someone to call 911. If alone, yell for help!	Perform abdominal thrusts until object comes out or until child becomes unconscious.
Carefully tilt forehead back and lift chin.	Carefully tilt forehead back and lift chin.	If child becomes unconscious, lower to floor, perform unconscious maneuver
Check breathing for five (5) seconds. Look, listen, and feel.	Check Breathing for Five (5) seconds. Look, listen, and feel.	First look in mouth, and sweep only if you can see object.
If not breathing, give two (2) slow breaths.	If not breathing, give two (2) slow breaths.	Try to give two breaths, if unsuccessful,
Check for pulse for ten (10) seconds <u>on neck with two fingers.</u>	Check pulse for ten (10) seconds. If no pulse, start CPR.	Perform up to five abdominal thrusts placing heel of hand below rib cage.
If pulse present, give one breath every five (5) seconds. If no pulse, start CPR.	Compress chest thirty (30) times and give two (2) breath. Compress with one hand on chest.	Perform mouth sweep only if object is seen and repeat cycle of breaths and thrusts.

# PATIENT/VICTIM ASSESSMENT OVERVIEW



H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



**“Incident Protocol-Hazardous Materials”**

**Course Overview**

This course is designed to provide the HERO operator with established sequence guidelines for the safe response and approach to an incident scene with possible hazardous materials involved.

# HERO UNIT

## INCIDENT PROTOCOL – HAZARDOUS MATERIALS

### I. OVERVIEW

This lesson plan is designed to provide the HERO operator with operational sequence guidelines for the safe response and approach to an incident scene involving hazardous materials.

### II. INTRODUCTION

This training will identify protocol for the HERO operator to follow, when they are the first responder at the scene or a secondary responder.

### III. SAFETY FIRST

As HERO operators, your first consideration when approaching any emergency scene is **you own safety**.

**How can we assure are own safety?**

- By following the unit's standard operating procedures
- Limit you actions to your training level
- Use the proper equipment for the task at hand
- Utilize back up, as needed, to accomplish the task

### IV. RISK

There are always risks involved in executing the duties of a HERO operator, however, we must limit those risks and learn what risks they are that we can control before taking action.

**For Example:** The HERO operators have NO control over the chance that a driver, under the influence, could crash into the operator as he/she is providing care and assistance to others at the scene of an incident.

**We must limit Risk.**

**How do we limit Risk?**

- by using proper traffic control techniques and controls
- utilizing emergency warning lights
- using arrow boards to re-direct traffic at the incident sites
- positioning our vehicles to act as a buffer to protect you, the victims, the scene, and other emergency service personnel

## V. FIRST RESPONDER TO A HAZ-MAT INCIDENT

- Approach the scene from upwind and uphill, if possible
- Avoid driving in to smoke, visible vapor clouds, and liquid run-off
- Notify the TMC dispatcher that you have arrived on the scene
- Establish command
- Identify the nature of the incident
- Survey the scene
- **Provide the TMC with:**
  - Exact location
  - Which lanes are affected?
  - Type and number of vehicles involved
  - Extent of injuries and damage
  - Estimated need for ambulance or other transportation conveyances
  - Request assistance, fire & rescue, law enforcement, haz-mat team, EPA / EPD, HERO back up
  - Towing & recovery
  - Other emergency services
  - Type of materials involved (if possible)
  - Quantity of materials
  - Possibility of contamination
  - Immediate exposure problems
  - NOTE: Identification may be accomplished by reading labels, placards, shipping papers, etc.

REMEMBER: The HERO unit is not equipped to handle hazardous material chemicals. If you can read a placard from a safe distance without exposing yourself to danger, do so, **but if not**, wait for the arrival of those that are trained and equipped to handle the situation.

- Attempt to identify and isolate victims
- Begin administering first-aid

Once Fire & Rescue arrives on the scene, relinquish command of the scene to the commander. Provide all information that you have gathered, volunteer your assistance, if not needed; proceed with traffic & incident management.

- Continue to keep the TMC dispatcher informed as to the on going progress of managing the incident
- When the incident is cleared and all lanes are open, notify the TMC, fill out the daily assist log, and return to your assign route and continue patrolling

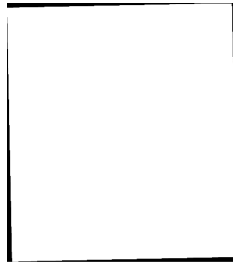
## **VI. SECONDARY RESPONDER TO A HAZ-MAT INCIDENT**

- Notify the TMC that you have arrived on the scene
- Advise the dispatcher as to which other emergency services are present at the scene and if additional agencies are needed
- Start traffic management (protect the scene with traffic controls)
- Offer to assist the other emergency services
- Request HERO back up, if needed
- Manage & monitor traffic flow at the scene
- Keep the TMC updated as to the incident status
- When the incident is cleared and all lanes open, notify the TMC
- Fill out daily assist log and return to assign route and continue patrolling

## **VII. SUMMARY**

REMEMBER: every incident will be different and there are no fast rules that will cover every situation. The HERO operator will use this basic protocol for guidance but must also use good judgment and common sense to avoid further injuries to persons involved, yourself, or co-workers.

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



**“Incident Protocol – Hazardous Materials”**

**Exam**



**H.E.R.O. UNIT**  
**Incident Protocol – Hazardous Materials**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  appropriate answer:**

1. When it comes to haz-mat incidents, the HERO Unit is trained to take the “Defensive” approach.

True

False

2. As HERO operators, your first consideration when approaching any emergency scene is your own safety.

True

False

3. As a first responder to an incident involving haz-mat, you should approach the scene from upwind and uphill, if possible.

True

False

4. You should avoid driving in to smoke, visible vapor clouds and liquid run-off.

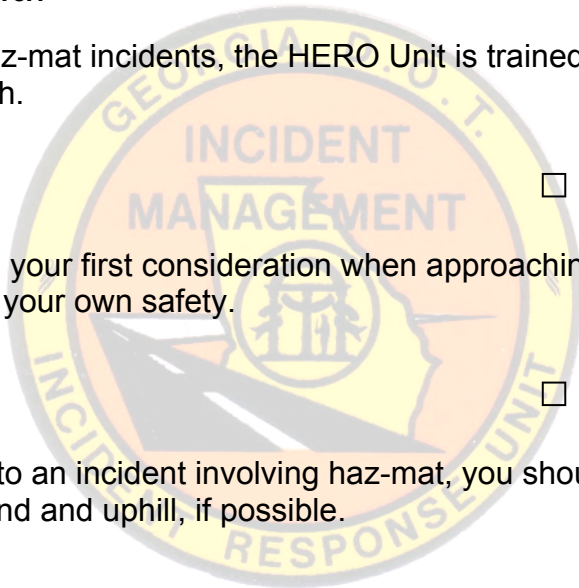
True

False

5. It is not necessary for you to keep the TMC dispatcher informed as to the on going progress of managing an incident scene.

True

False



**Multiple choice check ✓ appropriate answer:**

6. How can we assure are own safety?

- a. by following the unit's SOP's
- b. limit your actions to your training level
- c. use proper equipment for the task at hand
- d. utilize back up, as needed, to accomplish the task
- e. all of the above

7. How can we as HERO operators, limit our risk?

- a. use proper traffic control techniques
- b. use emergency warning lights
- c. use arrow boards to re-direct traffic around the incident
- d. position the HERO vehicle so it becomes a buffer to protect you, the victims, the scene, and other emergency service personnel
- e. all of the above

8. As a first responder at the incident scene involving haz-mat, you should:

- a. notify the TMC upon your arrival
- b. provide the TMC with exact location, lanes effected, type & number of vehicles involved
- c. survey the scene
- d. all of the above

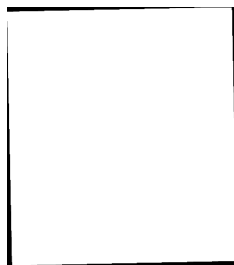
9. What type of information should you provide the TMC dispatcher concerning the hazardous material, if possible?

- a. type of materials involved
- b. quantity of material
- c. possibility of contamination
- d. immediate exposure problems
- e. all of the above
- f. none of the above

10. How can identification of materials be accomplished?

- a. by reading labels
- b. placards
- c. shipping papers
- d. emergency response guidebook
- e. all of the above.

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**

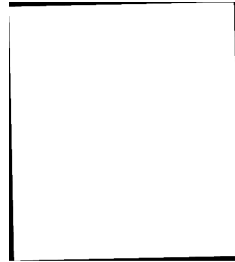


**“Crash Victim Extrication”**

**Course Overview**

This course is designed to provide first responders with knowledge and information regarding the rescue of victims trapped in vehicles.  
This course provides valuable insight into the methods, dangers, and areas of concern when performing extrication.

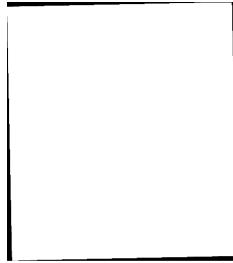
H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



**“Crash Victim Extrication”**

**Instructor, Training Materials & Exam provided by Contract  
Source**

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



**“First Responder - Hazardous Materials”**

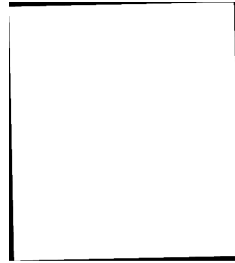
**Course Overview**

This course is designed to introduce Fire, Police, Highway Emergency Response Operators, and others Emergency Personnel to the growing problem of hazardous materials emergencies.

Emphasis is placed on providing the student with the skills necessary to properly identify hazardous materials along with a greater awareness of the potential hazard the material may present.

Students will be provided with the skills to evaluate the impact or risk the substances pose to public health and methods to eliminate or reduce the impact of the incident.

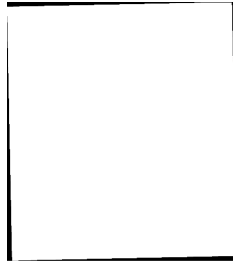
H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUR OPERATIONS**



**“First Responders – Hazardous Materials”**

**Instructor, Training Materials & Exam provided by Contract  
Source**

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**

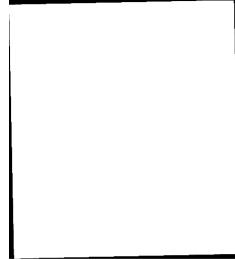


**“First Responder – First Aid”**

**Course Overview**

This course is designed to instruct and train those individuals with the duty to respond in emergency situation (first responders) with the knowledge and skills necessary to help sustain life, reduce pain and minimize the consequences of injury or sudden illness until advanced medical help arrives.

H.E.R.O. UNIT  
Student Manual – Section 6  
**RESCUE OPERATIONS**



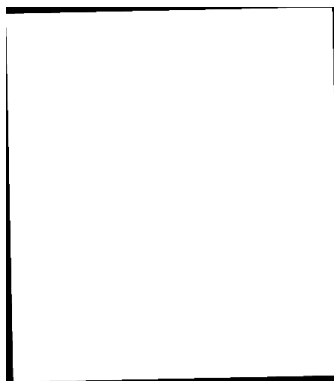
**“First Responder – First Aid”**

**Instructor, Training Materials & Exam provided by Contract  
Source**

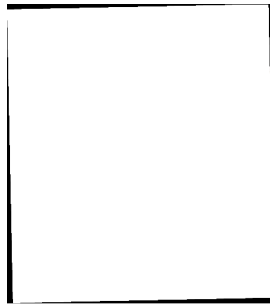


# HERO UNIT STUDENT TRAINING MANUAL

## 7. MOTORIST -



HERO UNIT  
Student Manual - Section 7  
**MOTORIST- AID**



**1. Push Bumper Training**

- Course Overview
- Push Bumper Brochure
- Instructor's Training Notes
- Visual Aid – See “**Push Bumper**” PowerPoint presentation
- Exam
- Answer Key

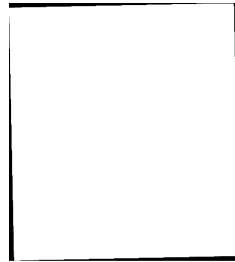
**2. Towing & Recovery**

- Course Overview
- *Lesson Plan & Exam provided by Contract Source*

**3. Basic Auto Mechanics**

- Course Overview
- Instructor's Training Notes
- *Exam & Answer Key provided by OEM*

H.E.R.O. UNIT  
Student Manual – Section 7  
**MOTORIST- AID**



**“Push Bumper Training”**

**Course Overview**

This course is designed to provide the HERO trainee with the proper techniques for pushing disabled vehicles from the travel lanes to an area of safety.

# HERO UNIT PUSH BUMPER TRAINING

## I. INTRODUCTION

This course is designed to provide the HERO operator with the proper techniques for pushing disabled vehicles from the travel lanes to an area of safety.

## II. OVERVIEW

HERO operators are frequently required to push disabled vehicles from the travel lanes in order to re-open obstructed lanes to traffic. Operators must make every effort to ensure that this pushing occurs with the least amount of hazard to themselves, the disabled party and other traffic in the vicinity.

## III. FACTS

Approximately 7% to 8% of all motorist assist, involves pushing a disabled vehicle from travel lanes.

Therefore, if the HERO Unit averages 25,000 ± assists annually, that means the unit pushes **1,750 to 2,000** disabled vehicles annually, for that reason, it is extremely important that we know how to do this procedure correctly.

## IV. PUSHING VEHICLES

### *On arrival at the scene:*

- Protect the scene by using the HERO vehicle as a buffer, while utilizing the emergency warning lights and arrow board
- Contact the driver of the disabled vehicle find out the problem and determine if pushing will be necessary
- Ask the driver if he/she is physically and emotionally capable of operating the vehicle while being pushed, if not, request assistance
- If yes, tell the driver what you plan to do and what you expect them to do
- Tell the driver the path of travel, where you plan to push them
- Make sure they understand
- If at night, make sure that their headlights are “on”, if operating
- Remind the driver that their brakes and steering may not be power assisted and make take more force to both steer and stop their vehicle

- Make sure the transmission is in “neutral”
- Make sure the brake is “off”
- Make sure ignition is in “on” position
- Make sure path of travel is clear to the driver
- Tell the driver where to steer and where to stop
- Check bumper of disabled vehicle for structural damage
- Make sure bumpers align
- Make contact **gently** at the center of the bumper of the disabled vehicle
- Push vehicle slowly

REMEMBER:

The Georgia Emergency Vehicle Code, requires that we use both **visible** and **audible** warnings while actually pushing a disabled vehicle (OCGA 40-6-6)

Pushing should only be undertaken in an emergency situation

**If using the PA system:**

- Ask the driver to “wave” his/her hand or give a “thumbs up”, if they understand your directions

## V. WHEN NOT TO PUSH A VEHICLE

- The vehicle is too large
- Its wheels are immobile
- The driver is viewed to be incapable of driving the vehicle under the conditions
- There is not a shoulder or emergency pull-off nearby

## VI. THINGS TO REMEMBER

- Get permission from the driver first
- Always instruct the driver of what you plan to do
- Usually push the vehicle to the right shoulder
- Push the vehicle slowly
- Watch for trailer hitches and other protrusions

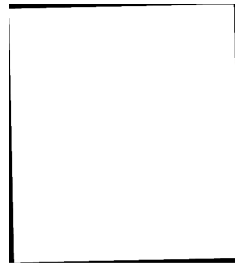
NOTE: Sometimes it may be required to **pull** a vehicle to the shoulder, especially those vehicles disabled with damaged bumpers due to an auto accident.

To expedite opening the travel lanes the vehicle may be pulled to the shoulder where they will await a tow truck for recovery. The technique for pulling vehicles is taught during the “Wreckmaster” training course.

## VII. SUMMARY

The single act of pushing a stranded vehicle from the travel lanes to the shoulder is a major step toward relieving traffic congestion. Push bumpers provide the capability for HERO vehicles to push a variety of vehicles with various bumper configurations.

H.E.R.O. UNIT  
Student Manual – Section 7  
**MOTORIST- AID**



**“Push Bumper Training”**

**Exam**

**H.E.R.O. UNIT**  
**Push Bumper Training**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  appropriate box:**

1. When approaching a stalled vehicle you should *always* advise the driver what your intentions are on your PA system.

True

False

2. It is not important for the bumper of the stalled vehicle to be compatible with yours.

True

False

3. You should always insure that the vehicle operator is physically and emotionally able to steer and control their vehicle while being pushed.

True

False

4. You should never tell the driver where to steer their vehicle.

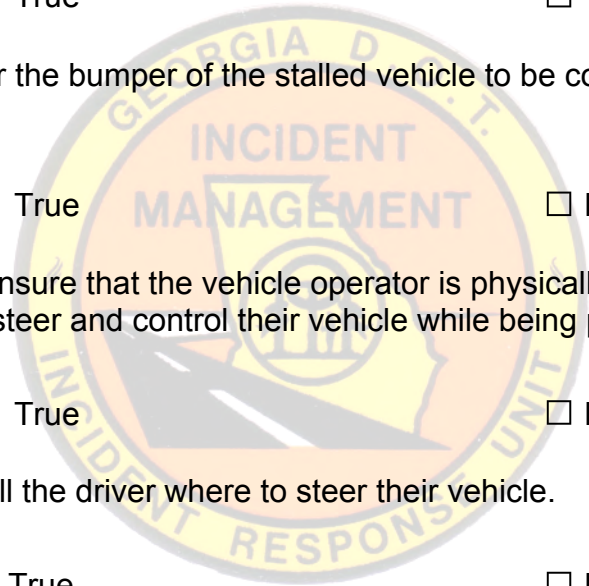
True

False

5. When pushing a vehicle you should make contact with their bumper, place your vehicle in first gear and accelerate slowly.

True

False



**Multiple Choice Check** ✓ *appropriate answer:*

6. When pushing a disabled vehicle you should maintain \_\_\_\_\_ contact area?

- a. the right
- b. the center
- c. the same
- d. none of the above

7. How should you push a disabled vehicle?

- a. As fast as possible and never break contact
- b. Slowly and break contact when crossing a curb or other obstacle
- c. Push vehicle initially, then break contact and let it coast to safety
- d. Push vehicle slowly and never break contact, no matter what

8. When possible, at what location should you make contact with the bumper of the disabled vehicle being pushed?

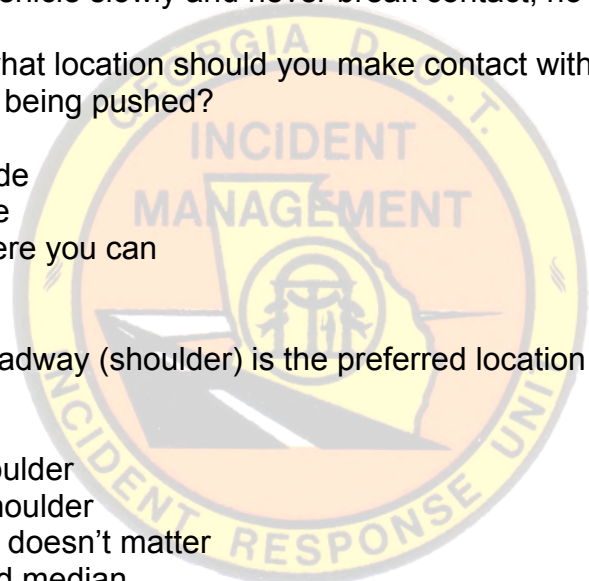
- a. right side
- b. left side
- c. anywhere you can
- d. center

9. Which side of the roadway (shoulder) is the preferred location to push a disabled vehicle?

- a. left shoulder
- b. right shoulder
- c. it really doesn't matter
- d. grassed median

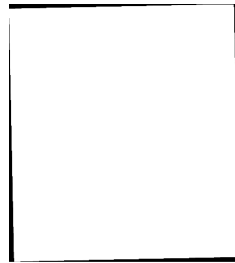
10. Which of the following statements are true? Do NOT push a vehicle when:

- a. The vehicle is too large
- b. Its wheels are immobile
- c. The driver is viewed as incapable of driving
- d. all of the above





H.E.R.O. UNIT  
Student Manual – Section 7  
**MOTORIST-AID**



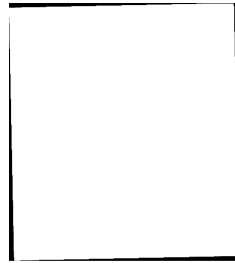
**“Towing & Recovery”  
(Wreckmaster Training)**

**Course Overview**

This course is designed to inform the HERO operator of the most efficient approved methods of towing and recovering damaged and/or disabled vehicles from the roadway system.

This course also includes the basic methods for up righting overturned vehicles.

H.E.R.O. UNIT  
Student Manual – Section 7  
**MOTORIST - AID**



**“Towing & Recovery”  
(Wreckmaster)**

**Instructor, Training Materials & Exam provided by Contract  
Source**

# TRAA VEHICLE IDENTIFICATION GUIDE<sup>®</sup>

## CLASS 1 • LIGHT-DUTY • (6,000 lbs. or less GVW - 4 tires)\*



## CLASS 2 • LIGHT-DUTY • (6,001 - 10,000 lbs. GVW - 4 tires)\*



Classes 1 and 2 include passenger vehicles, light trucks, minivans, full size pickups, sport utility vehicles and full size vans.

## CLASS 3 • MEDIUM-DUTY • (10,001 - 14,000 lbs. GVW - 6 tires or more)\*



## CLASS 4 • MEDIUM-DUTY • (14,001 - 16,000 lbs. GVW - 6 tires or more)\*



## CLASS 5 • MEDIUM-DUTY • (16,001 - 19,500 lbs. GVW - 6 tires or more)\*



## CLASS 6 • MEDIUM-DUTY • (19,501 - 26,000 lbs. GVW - 6 tires or more)\*



Classes 3 through 6 include a wide range of mid-size vehicles, delivery trucks, utility vehicles, motorhomes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit busses.

## CLASS 7 • HEAVY-DUTY • (26,001 - 33,000 lbs. GVW - 6 tires or more)\*



## CLASS 8 • HEAVY-DUTY • (33,001 lbs. and over GVW - 10 tires or more)\*



Classes 7 and 8 include a wide range of heavy vehicles, large delivery trucks, motor coaches, refuse trucks, cement mixers, all tractor trailer combinations including double trailers.

## Information Needed To Correctly Dispatch Towing and Recovery Units:

- Year, Make and Model of Vehicle to be Towed or Recovered
- DOT Classification (Class 1 – 8 based on GVW)
- Location of Vehicle
- Type of Tow (impound, accident, recovery motorist assist, etc.)
- Additional Vehicle Information
  - 2 wheel drive, 4 wheel drive, all wheel drive
  - damage to vehicle, tire condition
  - vehicle loaded or empty
  - cargo contents
  - does the vehicle have a trailer
  - are the keys with the vehicle

**Note:** Any vehicle may carry hazardous materials. Advise if placarded.

**\* Note:** The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle's driver's side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.



Law enforcement communications with towing and recovery operators describing an incident and the vehicles involved can insure quick and efficient clearing of these scenes and less disruption to traffic flow. In an effort to standardize communications, the towing industry is adopting the federal vehicle class standards as outlined herein.

## VIN CODES

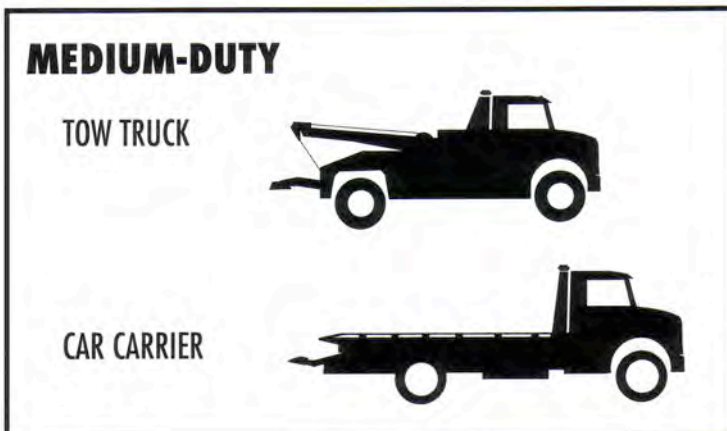
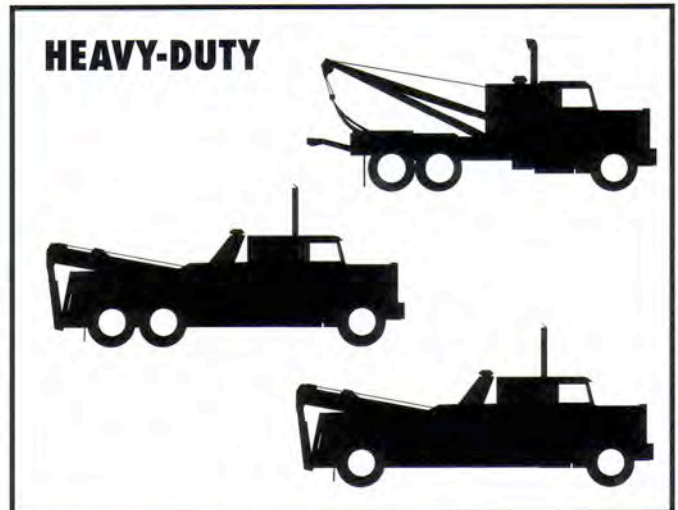
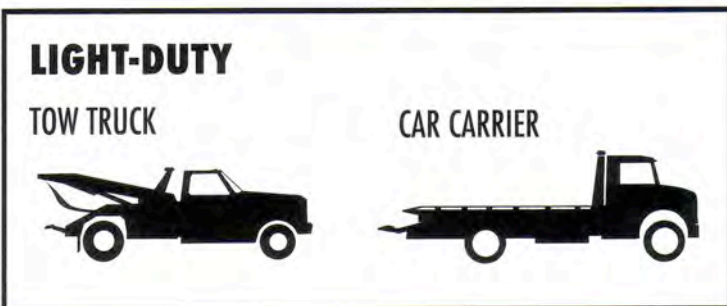
The year of the vehicle is critical information for towing operators in order for them to reference correct towing procedures. The diagrams on the front are examples of classifications. The following information about vehicle identification numbers affixed to the chassis will help determine the vehicle's year. As noted, the vehicle's year, identified by a letter or number in the VIN sequence, is the eighth character from the right.

**1P8ZA1279SZ215470**

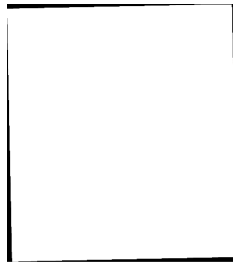
**EXAMPLE 1995 VIN NUMBER:** \_\_\_\_\_ ↗

1980.....A	1987.....H	1994.....R	2001.....1	2008.....8
1981.....B	1988.....J	1995.....S	2002.....2	2009.....9
1982.....C	1989.....K	1996.....T	2003.....3	2010.....A
1983.....D	1990.....L	1997.....V	2004.....4	2011.....B
1984.....E	1991.....M	1998.....W	2005.....5	2012.....C
1985.....F	1992.....N	1999.....X	2006.....6	
1986.....G	1993.....P	2000.....Y	2007.....7	

## TOW TRUCK/CAR CARRIER CLASSIFICATION



H.E.R.O. UNIT  
Student Manual – Section 7  
**MOTORIST-AID**



**“Basic Auto Mechanics”**

**Course Overview**

This course is designed to provide instruction regarding combustion engine operations and basic mechanics for the internal combustion engine.

Basic roadside procedures will be introduced and demonstrated.

*The course includes:*

- ☞ Roadside troubleshooting
- ☞ Diesel engine components
- ☞ Water removal from diesel engines
- ☞ Air-brake operations
- ☞ Use of roadside troubleshooting guide



# H.E.R.O. UNIT

## BASIC AUTO MECHANICS

### *Basic Roadside Troubleshooting*

#### I. Theory

##### A. How a Four Cycle Engine Works

1. Four Engine Cycle
  - a. Intake
  - b. Compression
  - c. Power
  - d. Exhaust
2. Engine Components
  - a. Intake Manifold
  - b. Cylinder Block
  - c. Head and Valves
    - (1) Intake Valves
    - (2) Exhaust Valves
  - d. Exhaust Manifolds
3. Combustion Requirements
  - a. Air - Oxygen
  - b. Fuel
  - c. Means of Compression
  - d. Means of Ignition

##### B. Resources

1. John Deere FMO - engine slides
2. Fundamentals of Machine Operation

##### C. Demonstrations

1. Calculation of engine displacement given bore and stroke using demonstration short block on stand.
2. Demonstrate difference between displacement and compression ratio using board and demonstration short block on stand.
3. Identify engine components using demonstration engine on stand
4. Engine components available for examination.

## **II. Car Won't Start**

### **A. Ignition - Is there a Spark at the Plug?**

1. Testing of the Ignition System
  - a. Distributor Type
  - b. Distributorless
2. Ignition Coils
  - a. Types - In the Distributor Cap, External Coils, Distributor less type
  - b. Quick Test - High Output from Ignition Wires, 12 volt at the Coil

### **B. Fuel - Is there Fuel in the Tank?**

1. Carburetors - Visual Inspection
  - a. Mechanical
  - b. Computer Controlled
2. Fuel Injection
  - a. Ported Injection - Pressure Test
  - b. Throttle Body - Visual Inspection
  - c. Ford and GM Fuel Tank Tap Test
3. Dos and Don'ts in Fuel Injection Testing
  - a. DON'T DISCONNECT FUEL LINES!
  - b. DON'T POUR FUEL IN THE ENGINE! - Pour fuel in the tank.

### **C. Air - Is the engine Breathing?**

1. Stopped up Air Filter - Inspection Methods
2. Plugged Exhaust - Collapsed Catalytic Converter or Muffler

### **D. Compression - Are the Engine Mechanisms Working Properly?**

1. Is the Distributor Turning?
2. Large Quantities of Oil Leaking from the Crankcase Spell Big Trouble
3. Odd Noises coming from the Crankcase
4. Engine Cranking with no Compression

### **E. Resources**

1. Troubleshooting Guide (developed in house)
2. John Deere FMO Engine Slides
3. Components on loan from G.M. Delco
  - a. Port fuel injection rail
  - b. Fuel injection throttle body
  - c. Distributorless ignition coil
  - d. Distributor and ignition coil
  - e. Carburetor - computer controlled
  - f. Electric fuel pump - in tank unit



## **F. Demonstration**

1. Spark output test using simple spark gap test
2. Fuel pressure test
  - a. Ported fuel injection
  - b. Throttle body injection
  - c. Carburetor
3. Stopped up fuel filter demonstration using vacuum gauge on the intake manifold
4. Compression test demonstration with cylinder leak down test

## **III. Obvious No Run Problems**

### **A. Overheating Due to Loss of Coolant**

1. DON'T REMOVE THE RADIATOR CAP FROM A HOT RADIATOR!
  1. Feel Top Radiator Hose of Pressure
  2. 260°F Degree Liquid will Cause Instant Second Degree Burns
2. Pressure Test a Cold System to Find any Leaks
  1. Bypass Hose leaks - Carry 5/8 in. and 3/4 in. Heater Hose
  2. A Top Hose split near the End can be Shortened
3. Fill with 50/50 Premixed Antifreeze - Never add Coolant to a Hot system that is not running
4. Locked Closed Thermostat - Remove Top Hose and Open with a Long Screwdriver
5. Demonstration
  - a. Removing radiator cap techniques
  - b. Correcting top hose problems
  - c. Pressurizing radiator and cap for test

### **B. Won't Start Due to Battery Problems**

1. HYDROGEN GAS BUILD-UP IS EXPLOSIVE! VERY DANGEROUS!
  - a. Open Hood Completely
  - b. Remove Battery Caps
  - c. Use No Flames or Sparks - Wear Safety Glasses!
2. Proper Jumper Cable Hookup - Last Hookup made away from Battery
  - a. Run Engine of Vehicle with Good Battery to Charge Vehicle with Bad Battery
  - b. Remove Jumper Cables as soon as Possible to Avoid Alternator Damage
3. Battery Load Test - Troubleshooting Battery Reserve
  - a. Excessive Starter Current Draw
  - b. Weak Battery
  - c. No Charge Alternator
  - d. Poor Battery Connections
  - e. Dead Fuse Panel - Burned Fusible Link - Jumper from Battery to Firewall Terminal

4. Demonstration
  - a. Proper battery charging techniques
  - b. Proper battery load testing techniques
  - c. Proper battery jump starting

### **C. Flat Tires**

1. "Space Saver" Spares have up to 15 Line up Holes
2. Good Hydraulic Jack on Firm Ground under A-frame or under Rear Axle
3. Don't over tighten wheel lugs - 100 ft. lb.
  - a. Broken or Stripped Wheel Studs Can Result
  - b. Warped Disk Brake Rotors Can Result
4. Lug Nut Sizes - 3/4 in., 13/16 in., 21 mm, 22 mm, and 7/8 in. for Light trucks
5. Don't Install Slick "Space Saver" Spares (Identified as Temporary Tires) or Regular Type Spare Tires with less than 2/32 in. Tread Remaining.
6. Demonstration
  - a. Jacking car points and lifting heights
  - b. Lug tightening techniques with torque wrench
  - c. Tread depth and tire pressure measurement
7. Resources
  - a. Demo vehicle with easy access to radiator, battery, and spare tire
  - b. Lug wrench
  - c. Proper sockets and torque wrench
  - d. Radiator pressure tester
  - e. Battery charger jumper cables
  - f. Battery load tester

## ***Diesel Engines - Operation and Maintenance***

### **I. Theory**

#### **A. Why Use Diesel Engines?**

- Advantages*
1. Horsepower produced per pound of fuel is higher than gasoline.
  2. Diesel Engines are built heavier and stronger, and therefore last longer.
    - a. Diesel Fuel itself is an excellent Upper Cylinder Lubricant.
    - b. Diesel Fuel Burns Cooler in a Diesel Engine - Exhaust Valve Temperatures are much less than Gasoline.
    - c. Slow Engine Speeds mean very low foot per minute piston Speeds thusly longer Piston Ring and Engine Life.
- Disadvantages*
- d. High running Vibration Requires Expensive Engine High Quality

- Engine Parts.
- e. Dirty Exhaust - Emission Control Problems - Requires Turbocharging.
  - f. Heavy Engine Weight and Higher Purchase Costs.

## **B. Types of Diesel Engines**

- 1. Medium Duty Diesel
  - a. Precombustion Chambers
  - b. Glow Plugs - USE NO ETHER!
- 2. Heavy Duty Diesel
  - a. Direct Injected
  - b. High Compression

## **C. Turbocharging and Intercooling**

- 1. Turbocharging Theory
  - a. Exhaust Gas Operation
  - b. Immediate crankup on Stalling
  - c. Cool down after working before Shutdown
- 2. Intercooler Theory (Aftercooler)
  - a. Radiator in the Intake Manifold
  - b. Turbocharger compression causes heating

## **D. Resources - Trucks**

- 1. Medium diesel - Pre-combustion injection
- 2. Heavy duty diesel - Direct injection
- 3. Cold weather starting video from Caterpillar
- 4. Injection pump - Distributor type - In line type
- 5. Diesel piston & rings
- 6. Turbo-charger

## **E. Demonstration**

- 1. Bleeding injection system after filter change
- 2. Pressurizing intake manifold with turbocharger

# **II. How to Start a Diesel Engine**

## **A. Medium Duty Diesel Engine with Precombustion Chambers**

- 1. "Wait" light on Dash while Glow Plugs are Heating
- 2. USE NO ETHER on this Type Diesel Engine
- 3. Below Freezing Block Heaters (Water Jacket Heaters) Must be Used

## **B. Heavy Duty Diesel Engines - Direct Injected**

- 1. Some have "Glow Plug" like Heaters in the Intake Manifold
- 2. Use of Ether in this Type Diesel Engine could cause an Explosion

### **C. Correct Use of Ether Starting Aid in Cold Weather**

1. USE NO ETHER on Glow Plug Diesel Engines or those with Intake Manifold Heaters.
2. Inject Ether into the Intake System only when the Temperature is below 35 degrees F. and only with the Starter Turning the Engine.
  - a. Overetherizing is the Number One Cause of Breaking Top Piston Rings and Burned Piston Crowns.
3. Best Advice - Use the Electricity Control Connection Ports to Inject Ether Directly into the Intake Manifold.

### **D. Resources**

1. Piston with failed ring lands
2. Broken piston rings
3. Glow plug
4. Water jacket heater

### **E. Demonstration**

1. Injecting ether starting aid
2. Starting precombustion chamber diesel engine

## **III. Diesel's Worst Enemy - Water**

### **A. Water in Fuel - Where does it come from?**

1. Condensation and Leaking Tanks
2. Prevention
  - a. Fill equipment at the end of the work day.
  - b. Above ground storage tanks need to be shaded.
  - c. Don't carry fuel in 5 gallon cans.
3. Injection Pumps are lubricated by fuel - very close tolerances - .0001 in.
  - a. Water lacks any lubrication qualities
  - b. Litter Water - Transfer pump damage - Hard starting
  - c. Large amount of water - immediate lockup
    1. Emulsified water in fuel
    2. Separated water can be drained from water separator

### **B. The Water Separator is located between the Fuel Tank and the Fuel Transfer Pump - Water Drain on the Bottom**

### **C. The Fuel Filter is Between the Transfer Pump and the Injection Pump**

### **D. Electric Water Indicator in the Fuel Tank and Water Drain on the Fuel Tank Bottom**

#### **E. Use Fuel Conditioner**

1. Contains Alcohol to Collect Emulsified Water in Fuel
2. Contains Lubricant that Helps the Injection Pump and Injectors
3. Prevents Fuel Waxing at Low Temperatures
4. Prevents Growth of Protozoa During Storage

#### **F. Resources**

1. Diesel Truck

#### **G. Demonstration**

1. Draining water from water separator
2. Water and fuel mix in jar - add fuel conditioner or alcohol

## ***Air Brakes - Operation and Maintenance***

### **I. Components**

#### **A. Air Compressor with Governor**

#### **B. Air Tanks**

1. Wet Tank
  - a. Front Axle Tank
  - b. Rear Axle Tank
2. Water Drain Devices
  - a. "Jerk" Valves
  - b. Air Dryer
  - c. Automatic Water Ejectors

#### **C. Brake Chambers**

1. Service Brakes
  - a. Foot Valve
  - b. Relay Valve
  - c. Quick Release Valve
  - d. Front Axle Ratio Valve
2. Spring Brakes
  - a. Emergency Brakes
  - b. Supply Air System
  - c. Manual Disengagement Method
  - d. Air Gauges and Automatic Low pressure Indicators
  - e. Check Valves to Limit Loss of Complete Brake System
  - f. Tractor Protection Valve
3. Cam Type Brakes
  - a. Slack Adjusters - Automatic Adjusters
  - b. Brake Compounding - Anticomponding Valve

- c. Lining Wear can cause "Cam Over" condition
- d. Oversized Lining for Undersized Drums

## **II. Resources**

- 1. Truck with air brakes
- 2. Air brake diagram
- 3. Brake chamber
- 4. Relay valve
- 5. Quick release Valve

## **III. Demonstration**

- 1. Bleeding water from air system
- 2. Removing spring brakes for towing
- 3. Adjusting slack adjusters

# ***Roadside Troubleshooting Guide*** ***- Engine Turns Over but Car Won't Start***

## **I. Troubleshooting Guide**

**Step #1** - Is there fuel in the tank?

- A. Yes - Go to Step #2
- B. No - Add fuel to tank and try to start
  - (1) Starts
  - (2) Won't start - Go to Step #2

**Step #2** - Open hood and check for Spark at the Plug Wire end

- A. No spark - Go to (1)
- B. Good spark - Go to Step #3
  - (1) No Spark at the Plug - Is there Voltage at the Positive side of the Coil?
    - (a) Yes - Indicates secondary ignition problem that cannot be fixed at roadside - STOP!
    - (b) No - Is there good voltage at the firewall terminal?
      - (b.1) No voltage - Indicates burned fuseable links - no power to fuse panel - Jumper from the battery positive to the coil positive - Try to start.
        - (I) Starts
        - (II) Won't start - Indicates secondary ignition problem that cannot be fixed at roadside - STOP!
      - (b.2) Yes, good voltage - Indicates broken wire from the

ignition switch to the coil - Jumper from the battery positive to the coil positive - Try to start.

(I) Starts

(II) Won't start - Indicates secondary ignition problem that cannot be fixed at roadside - STOP!

**Step #3** - Good spark - Check for fuel at the Intake Manifold

A. Carburetor - With engine turning over look in carb bores for fuel - No fuel indicates a problem that cannot be fixed at roadside - STOP!

B. Throttle Body Injection - Turn ignition off and on and check for fuel at the throttle

Bores

(1) Fuel - See Step #4

(2) No fuel - Check fuse panel for blown fuse

(a) Fuse good - Indicates Fuel Pump problem that cannot be fixed at roadside - STOP!

(b) Fuse bad - Replace fuse and try to start

(I) Starts

(II) Won't start - Indicates fuel pump problem that cannot be fixed at roadside - STOP!

C. Ported Fuel Injection - Install pressure gauge on rail, turn ignition off and on to

check for 30 psi fuel pressure.

(1) Good 30 psi fuel pressure - See Step #4

(2) No or low fuel pressure - Indicates Fuel Pump problem that cannot be fixed at roadside - STOP!

**Step #4** - Remove air filter to check for blockage in the intake system - Try to start.

A. Starts

B. Won't start - Indicates possibility of plugged exhaust - cannot be fixed at roadside - STOP!

## II. Demonstration

### A. Bugging Ignition System

1. Remove 12 volts from coil
2. Remove rotor button
3. Jumper 12 volts to positive coil terminal

### B. Bugging Injection System

1. Remove ignition module power
2. Remove injector wire

### **C. Short out ALCL Terminal to Read Trouble Codes**

## **III. Resources - Vehicles with:**

- A. Distributor Ignition
- B. Distributorless Ignition
- C. Port Fuel Injection
- D. Throttle Body Injection
- E. Tools
  - 1. Test light - 12 volt
  - 2. Spark output tester
  - 3. Injection rail pressure tester
  - 4. HEI Ignition adapter
  - 5. Vacuum gauge
  - 6. Small flash light



# Resources

## I. Parts

- GM Distributor Cap and Coil
- Ford Coil
- Distributorless Ignition Module with Coil
- Fuel Injector
- Throttle Body
- Carburetor - Computer Controlled
- Rail from Ported Fuel Injection

## II. Tools - Specialty or Convenience

- Radiator Pressure Tester
- Spark Output Tester
- GM High Energy Ignition Adapter
- Vacuum Gauge
- Test Light - 12 volt
- Small Flash Light
- Injection Rail Pressure Tester
- Small Inspection Mirror
- Jumper Wires
- Hose Hook
- Battery Load Tester
- 100 ft. lb. Torque Wrench
- Ratcheting Box End for Side Post Batteries
- Stainless Steel Cleaning Brush
- Hub Cap Removal and Replacement Tool
- 3/4 in. 13/16 in Reversible Impact Socket
- 21 mm and 22 mm Reversible Impact Socket
- Deep Wall Impact Socket Set up to 15/16 in.

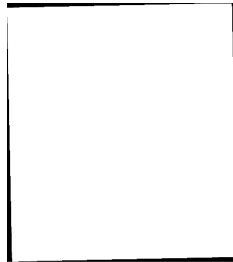
## III. Vehicles Needed

- Carburetor (Computer Controlled) Model
- Port Fuel Injection Model
- Throttle Body Fuel Injected Model
- Diesel Truck with Cam Type Air Brakes
- Hydro Boost Truck with Lucas Gurling Safety System

## IV. Other Needs

- Blackboard
- Spray on Battery Cleaner
- Spray on Electrical Contact Cleaner
- Spray on Brake Cleaner

H.E.R.O. UNIT  
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**MOTORIST - AID**

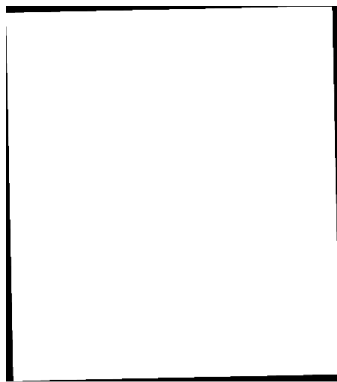


**“Basic Auto Mechanics”**

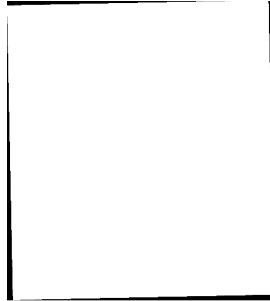
**Instructor, Training Materials & Exam provided by OEM**

# **HERO UNIT STUDENT TRAINING MANUAL**

## **8. EQUIPMENT CARE & OPERATIONS**



HERO UNIT  
Student Manual - Section 8  
**EQUIPMENT CARE & OPERATIONS**



**1. Air Compressor – Operations & Maintenance**

- Course Overview
- Instructor’s Training Notes, combined with Transfer Fuel Tank
- Visual Aid – See “**Air Compressor – Operations & Maintenance**” PowerPoint presentation
- Exam and Answer Key, combined with Transfer Fuel Tank

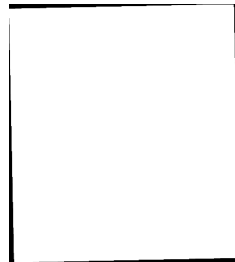
**2. Transfer Fuel Tank – Operations & Maintenance**

- Course Overview
- *See above comments*
- Visual Aid – See “**Transfer Fuel Tank – Operations & Maintenance**” PowerPoint presentation

**3. Preventive Maintenance**

- Course Overview
- Visual Aid – See “**Preventive Maintenance**” PowerPoint presentation
- No instructor Notes
- No Written Exam , “Hands – On” Exam

H.E.R.O. UNIT  
Student Manual – Section 8  
**EQUIPMENT CARE & OPERATIONS**

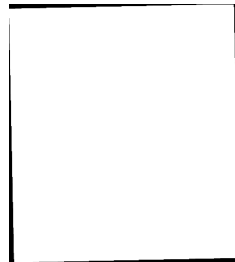


**“Air Compressor – Operations & Maintenance”**

**Course Overview**

This course is designed to provide a basic review of the operation and maintenance of the HERO vehicle's air tank compressor.

H.E.R.O. UNIT  
Student Manual – Section 8  
**EQUIPMENT CARE & OPERATIONS**



**“Transfer Fuel Tank – Operations & Maintenance”**

**Course Overview**

This course is designed to provide a basic review of the operation and maintenance of the HERO vehicle's Transfer Fuel Tank.

# **HERO UNIT AIR COMPRESSOR / TRANSFER FUEL TANK - OPERATIONS & MAINTENANCE**

## **AIR COMPRESSOR**

### **I. OVERVIEW**

This course is designed to provide a basic review of the operation and maintenance of the HERO vehicle's air compressor.

### **II. PURPOSE**

The purpose of equipping the HERO vehicles with air compressors is three-fold:

- To make the job duties of the HERO operator somewhat easier
- To help the operator do his/her job duties faster
- To make the HERO Unit much more efficient

### **III. PRIMARY USAGE**

- To run air tools for performing mechanical repairs on disabled vehicles
- To run an air wrench when assisting motorists in changing flat tires
- To provide air for flat and/or under inflated tires

### **IV. OPERATIONS**

You must engage the power take off (PTO) before operating the air compressor. A Red light indicator, located on the console of the vehicle, will come "on" when properly engaged.

### **V. OPERATION SEQUENCE**

- Engage PTO
- Select air tool to be used
- Connect tool to air supply hose (located at the front and rear of the HERO vehicle)
- Begin work
- Disconnect tools when finished

- Disengage PTO
- Return tools to storage

## **VI. MAINTENANCE OF AIR COMPRESSOR**

Drain tank and leave open overnight, if equipped with a drain cock. Periodically, drain self-bleeder system and check for oil in the air system.

Inspect connecting air hoses and air tools daily for damage and report any damages to your shift supervisor.

## **VII. SUMMARY**

The air compressor is an essential piece of equipment in the day to day operation of the HERO Unit, and for that reason, must be kept in good working condition.

## **TRANSFER FUEL TANK**

### **I. OVERVIEW**

This training course is designed to provide guidelines for the operations and maintenance of the unit's transfer fuel tank.

### **II. PURPOSE**

The purpose of the transfer fuel tank is to provide a method for removing diesel fuel from the saddle tanks of tractor trailers, when involved in vehicle accidents.

This device enables the HERO Unit to transfer fuel from damaged or leaking fuel tanks, thus removing a potential hazard from the scene of the incident.

It also enables the unit to eliminate or minimize fuel spillage, which helps the environment.

### **III. OPERATION SEQUENCE**

- Engage Power take Off (PTO)
- Connect air hose to compressor
- Remove cap from vehicle recovery tank
- Remove hose cap
- Connect nozzle to hose
- Place nozzle in the fuel tank to be siphoned
- Turn transfer switch to the left, "Fill Tank"
- When siphoning is completed turn the transfer switch to the "off" position, disconnect the nozzle from the hose, hose from the compressor, replace equipment, and transport diesel fuel to the HERO headquarters to dump the fuel.
- To dump or pump the fuel from the vehicle recovery tank to the holding tank, follow the same process except, turn the transfer switch to the right, "Empty Tank"



#### **IV. MAINTENANCE OF TRANSFER FUEL TANK**

The only recommended maintenance by the manufacture is, that transferred fuel be removed from the vehicle recovery tank as quickly and completely, as practical.

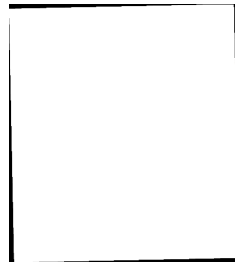
**REMEMBER:** The transfer fuel tank is designed for recovering diesel fuel **ONLY**, never gasoline.

#### **V. SUMMARY**

The transfer fuel tank is an important piece of equipment in managing incident scenes.

Not only can we remove a potentially hazardous material from the scene but we can also reduce and/or eliminate fuel spills at accident sites.

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**EQUIPMENT CARE & OPERATIONS**



**“Air Compressor – Operations & Maintenance”  
AND  
“Transfer Fuel Tank – Operations & Maintenance”**

**Exam**  
(Exams combined)

**H.E.R.O. UNIT**  
**Air Compressor / Transfer Fuel Tank**  
**EXAMINATION**

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

EXAM SCORE \_\_\_\_\_

**Check  $\surd$  appropriate answer:**

1. The air compressor makes the job duties of the HERO operator, easier and more convenient.

True

False

2. The air compressor enables the operator to utilize air tools.

True

False

3. You must engage the power take off (PTO) before operating the air compressor.

True

False

4. A *Green* indicator light, located on the vehicle's console, will come "on" when the PTO is properly engaged.

True

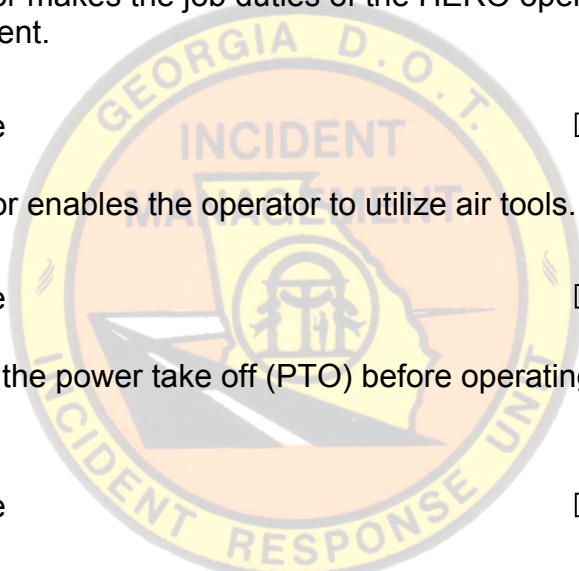
False

5. You should drain the air tank and leave open overnight, if equipped with a drain cock.

True

False

6. The purpose of the transfer fuel tank is to provide a method for removing gasoline from vehicles involved in accidents.



True

False

7. This device enables the HERO operator to transfer fuel from damaged or leaking fuel tanks, thus removing a potential hazard from the incident scene.

True

False

8. This device enables our unit to eliminate or at least minimize fuel spillage, which helps the environment.

True

False

9. The power take off (PTO) does not have to be engaged, in order to operate the transfer fuel tank.

True

False

10. You should never remove the cap from the vehicle recovery tank, while siphoning or pumping recovered fuel.

True

False

**Multiple choice check ✓ appropriate answer:**

11. The purpose of the air compressor is:

- a. to make the job duties of the HERO operators somewhat easier
- b. to enable the operator do his/her job duties quicker
- c. to make the HERO Unit more efficient
- d. all of the above

12. The usages of the air compressor are:

- a. run air tools for performing mechanical repairs on disabled vehicles
- b. run air wrench when changing tires
- c. provide air for flat and/or under inflated tires.
- d. all of the above

13. What color is the console indicator light, which confirms that the PTO is properly engaged?

- \_\_\_\_\_ a. HERO green  
\_\_\_\_\_ b. blue  
\_\_\_\_\_ c. red  
\_\_\_\_\_ d. clear
14. What maintenance is required for the air compressor?
- \_\_\_\_\_ a. inspect connecting air hoses for damage  
\_\_\_\_\_ b. inspect air tools daily for damage  
\_\_\_\_\_ c. drain tank and leave open overnight, if equipped with a drain cock  
\_\_\_\_\_ d. all of the above
15. If a damaged item is found, what should you do?
- \_\_\_\_\_ a. swipe the item from another operator and exchange it with yours  
\_\_\_\_\_ b. don't say anything, just hope you want need it  
\_\_\_\_\_ c. advise your shift supervisor immediately  
\_\_\_\_\_ d. none of the above
16. Once the nozzle has been placed in the saddle tank to be siphoned, which direction do you turn the transfer switch, in order to "Fill Tank" and recover fuel?
- \_\_\_\_\_ a. to the right  
\_\_\_\_\_ b. to the left  
\_\_\_\_\_ c. straight up  
\_\_\_\_\_ d. straight down
17. The only maintenance recommended for the transfer fuel tank is:
- \_\_\_\_\_ a. replace the recovery tank annually  
\_\_\_\_\_ b. dump any recovered fuel as quickly and completely, as practical  
\_\_\_\_\_ c. replace vehicle recovery tank cap every six months  
\_\_\_\_\_ d. none of the above
18. The transfer fuel tank is designed for recovering what type of fuel **only**?
- \_\_\_\_\_ a. regular gasoline  
\_\_\_\_\_ b. unleaded gasoline  
\_\_\_\_\_ c. diesel  
\_\_\_\_\_ d. methanol
19. Once you have recovered fuel from an accident vehicle, what should you do with the recovered fuel?
- \_\_\_\_\_ a. sell it to another tractor-trailer operator  
\_\_\_\_\_ b. pump or dump it onto the shoulder of the roadway  
\_\_\_\_\_ c. take it to the holding tank at the HERO headquarters

\_\_\_\_\_d. pump it into your personal vehicle

20. The air compressor is an essential piece of equipment in the day to day operation of the HERO Unit and for that reason we must...

\_\_\_\_\_a. limit its use

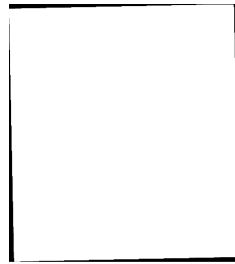
\_\_\_\_\_b. keep it in good working condition

\_\_\_\_\_c. use it only under ideal weather conditions

\_\_\_\_\_d. none of the above



H.E.R.O. UNIT  
Student Manual – Section 8  
**EQUIPMENT CARE & OPERATIONS**



**“Preventive Maintenance”**

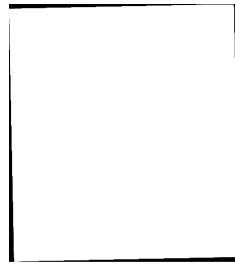
**Course Overview**

This course is designed to provide the HERO operator with the knowledge and skills for performing preventive maintenance on assigned equipment.

This training is designed to prevent premature equipment failure from a lack of grease, oil, coolant, air or minor repair/adjustment.

Preventive Maintenance is required to insure the operational ready status of all HERO vehicles and equipment.

H.E.R.O. UNIT  
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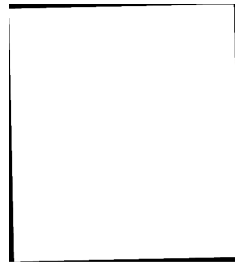


**“Preventive Maintenance”**

**No Instructor’s Notes**  
(*See PowerPoint Presentation*)



H.E.R.O. UNIT  
Student Manual – Section 8  
**EQUIPMENT CARE & OPERATIONS**

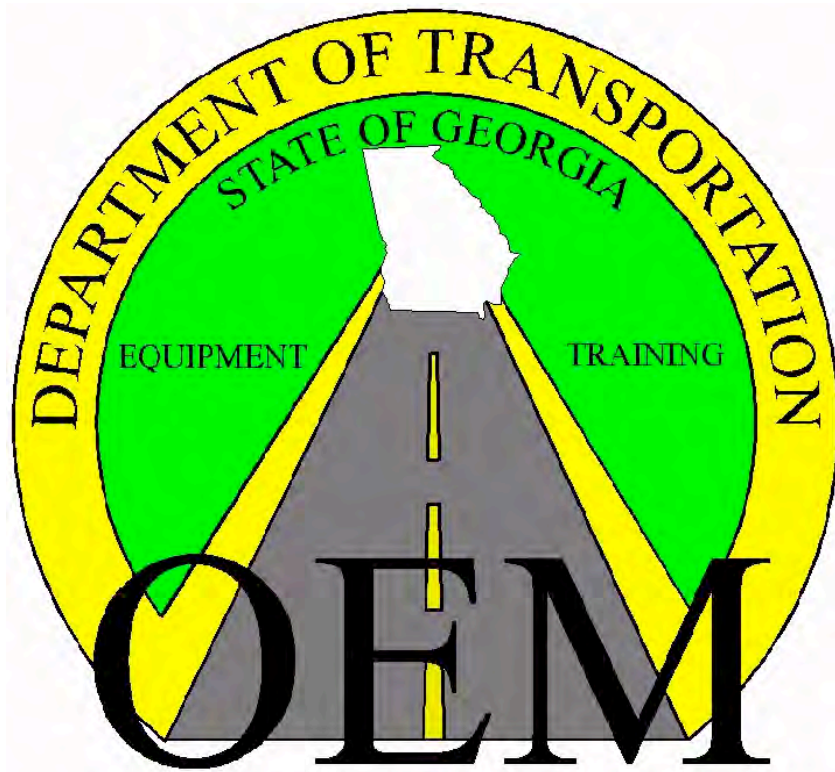


**“Preventive Maintenance”**

**No Written Exam – “Hands-On” Evaluation**



# Preventive Maintenance Manual



Office of Equipment Management

**July, 2004**  
**EDITION**



## **Table of Contents**

- 3-1 Introduction
- 3-2 Operator Responsibility
- 3-3 Scheduling
- 3-4 Battery Maintenance
  - 3-4a Exploding Batteries
- 3-5 Tire Care and Replacement
- 3-6 Storage and Seasonal Equipment
- 3-7 Lubricants and Coolants
- 3-8 Inspections
- 3-9 Vehicle/Equipment Records
  - 3-9a Monthly Usage Report
  - 3-9b Motor Vehicle Defect Report
  - 3-9c Vehicle Service Record
  - 3-9d P.M. & safety Inspection
- 3-10 Principles of Safe Driving
- 3-11 Guide Book to Form DOT 9635

## CHAPTER 3-1

### PREVENTIVE MAINTENANCE MANUAL

#### INTRODUCTION

2. Preventive maintenance (PM) has been defined as: basic service maintenance performed daily, weekly, monthly, etc., to prevent premature equipment failure from lack of grease, oil, coolant, air or minor repair/adjustment. Preventive maintenance is required to ensure the operational ready status of all motor vehicles and equipment. Preventive maintenance will also insure normal equipment life and prevent voidance of the manufacturer's warranty. Since our equipment is classified in a wide range of categories, specific servicing instructions for the different categories are outlined in the manufacturer's owner/operator service manual. Service time periods, maintenance standards, and lubricant specifications for each category of equipment are included in these manuals and should be met during the warranty period of the equipment. Georgia Department of Transportation's (GDOT) service intervals are established in [Chapter 3-3 - Scheduling](#) of the PM Manual.
  
2. Maintenance of equipment is a major and important task. A vast sum of money has been invested in equipment and it is the task of the maintenance and control staff to keep the fleet operational.
  - A. Maintenance Shop Managers are the most technically knowledgeable to assist with the preventive maintenance program. Maintenance Shop Managers are required to:
    1. Provide technical guidance, when requested, on any item of equipment assigned to the Department.
    2. Provide adequate tools, parts and supplies to properly service equipment.
    3. Ensure a mechanic inspects all assigned equipment which requires a safety inspection at least once a year.
    4. Report evidence of equipment abuse or neglect to the Office of Equipment Management (OEM).
    5. Maintain an adequate stock of GDOT forms, decals and publications required by equipment operators.
    6. Maintain up-to-date service bulletins and trouble shooting guides for use by mechanics and operators.
  
  - B. Supervisors at each level must exercise strong leadership and direction to subordinate personnel. Supervisors are required to:
    10. Ensure operators are properly trained to perform preventive maintenance on assigned equipment.
    11. Ensure the necessary tools, parts and supplies are available for preventive maintenance and servicing of equipment.
    12. Supervise the preventive maintenance and servicing of equipment and insure proper procedures are followed on equipment maintenance.

13. Ensure drivers and operators have a valid Georgia Driver's License or Georgia Commercial Driver's License (CDL), if required, are properly trained and have a GDOT Equipment Operator's Identification Card on equipment they are trained to drive and operate.
14. Ensure tools, safety equipment, maintenance headquarters and grounds are properly maintained.
15. Ensure equipment is cleaned and painted, as required, to improve appearance and prevent corrosion.
16. Ensure each piece of equipment is assigned to an individual for maintenance responsibility.
17. Ensure proper records are maintained on equipment in accordance with [Chapter 3-9 - Vehicle/Equipment Records](#), of this Manual.
18. Ensure all evidence of equipment abuse and/or neglect is reported and that disciplinary action is taken when warranted. Furnish OEM documentation of all disciplinary action taken for equipment abuse.

3. Support for operator maintenance on vehicles will be provided at each service center and fuel distribution point.

A. Automated fuel centers will provide the following materials for use by operators fueling their vehicle at the facility:

6. Fuel
7. Water
8. Compressed air and pressure gauge
9. Vacuum cleaner
10. Paper towels

## CHAPTER 3-2

### PREVENTIVE MAINTENANCE MANUAL

#### OPERATOR RESPONSIBILITY

4. The equipment operator is the backbone of the preventive maintenance program. The operator is in direct contact with the equipment and knows what is required daily and how much water, oil, air, fuel and grease the equipment uses daily or weekly. It is for this reason the operator is the most logical person to ensure the equipment is serviced properly. All equipment requires servicing (See [Chapter 3-3 - Scheduling](#)). All equipment that is not in use for prolonged periods of time requires some attention during storage (See [Chapter 3-6 - Storage of Seasonal Equipment](#)).
5. The operator (Driver of the vehicle/equipment) is responsible for:
  - A. Fuel
  - B. Oil
  - C. Brake fluid
  - D. Grease
  - E. Hydraulic fluid
  - F. Coolant
  - G. Tire pressure
  - H. All other fluids (Power steering, transmission, differential, etc.)
6. Additionally, the driver/operator will:
  - Q. Ensure that the vehicle is clean inside and out
  - R. Check the hoses
  - S. Check the belts
  - T. Check the wiper blades
  - U. Check the tires for abrasion(s) and pressure
  - V. Check the battery
  - W. Check the engine compartment
  - X. Check the windshield, rear glass and side glass for cracks and cleanliness
  - Y. Check the brakes
  - Z. Check the clutch for free travel (1 to 1-1/2" free travel)
  - AA. Check the lights (Including warning lights), if equipped
  - BB. Check the horn and, if equipped, backup alarm
  - CC. Ensure the vehicle has a canvas cover, when applicable
  - DD. Ensure the vehicle has mud flaps, when applicable
  - EE. Perform all inspections on vehicles requiring a Georgia Commercial Driver's License (CDL).
  - FF. Submit a DOT 9631 to their supervisor or shop not less than 30 days prior to safety inspection sticker expiration date.

6. When discrepancies are discovered, the operator/supervisor will initiate a DOT 9631FA listing the discrepancies. The form will be given to the supervisor who will ensure that the vehicle is scheduled for repair. **When the discrepancy is considered minor, the operator should make the repair if possible.** When the vehicle/equipment is located at a remote job site or away from the major repair shops, the operator or the field mechanic will accomplish minor repairs, when possible.
7. Additionally, the operator will comply with the requirements listed below:
  - A. Use the vehicle only for conducting official business of the GDOT
  - B. Maintain a current valid Georgia Driver's License or Georgia Commercial Driver's License (CDL), if required, and a GDOT Equipment Operator's Identification Card verifying the employee's qualifications
  - C. Operate vehicle in a safe and prudent manner, obeying all traffic laws
  - D. Not leave the engine idling when not in use
  - E. Ensure the vehicle is serviced properly at the prescribed intervals
  - F. Record all repairs and services using the Vehicle Service Folder, DOT FR0150 (See [Chapter 3-9 - Vehicle/Equipment Records](#))

## CHAPTER 3-3

### PREVENTIVE MAINTENANCE MANUAL

#### SCHEDULING

1. The following maintenance schedule is based on the experience of fleet operation, laboratory, and field personnel and is intended as a guide for the operator in establishing a preventive maintenance routine. It is mandatory for the prescribed preventive maintenance schedule be followed as closely as possible in order to obtain the longest life and best performance from GDOT's equipment.
2. Oil changes and servicing of on-road vehicles **within the following guidelines** shall be performed at commercial establishments whenever possible. This service shall include oil, oil filter (only) and lubrication and be charged on the Wright Express fuel card.

“A” and “B” Preventive Maintenance (PM) services shall be performed at the nearest qualified commercial service center not to exceed twenty (20) miles from the assigned work location. Only the "A" and "B" PM service shall be charged on the Wright Express card. "A" and "B" PM services shall be limited to the following dollar amounts:

- Fifty dollars (\$50.00) for automobiles, light duty trucks and vans up to 8,600 pounds gross vehicle weight rating
- Seventy-five dollars (\$75.00) for trucks with a gross vehicle weight rating of 8,600 to 17,500 pounds
- One hundred, fifty dollars (\$150.00) for medium and heavy duty trucks with a gross vehicle weight rating of 17,500 pounds or more

If a vendor can't be found who meets the criteria of accepting the Wright Express fuel card offering prices within the limits set above, or located within 20 miles of the operator's assigned work location, it will be the responsibility of the operator to perform the “A” and “B” PM service. The operator shall obtain oil and filters from the District Shop Warehouse to perform these services.

The "C" PM service shall be performed in-house by Shop or Field Mechanics at a facility equipped with oil recycling drums. GDOT operators should assist the mechanic in performing the "C" PM service whenever possible.

Should a vehicle be equipped with an oil filter(s) not available from the vendor, the filter(s) shall be issued from the District Shop Warehouse as a direct issue on a Warehouse Issue Request, [DOT 3592](#).

The Preventive Maintenance Manual shall always be referenced for guidance prior to any preventive maintenance related task. Preventive maintenance services shall be entered onto the DOT Vehicle



Service Record (FRO 150). Commercial oil changes shall be charged on the vehicle's Wright Express fuel card, not on a VISA purchasing card.

3. Preventive maintenance checks and service of equipment is the responsibility of the operator. Daily and weekly checks and servicing must be incorporated into the daily work routine. A complete servicing of the unit takes considerable time and must be scheduled.

<b>A. DAILY CHECKS:</b>	
1. Dipsticks	Check all components with dipsticks (Engine oil, transmission, rear end, power steering, hydraulic fluids, etc.).
2. Sight Glass	Check all components with sight glass (Axles, hydraulic fluid, etc.).
3. Levels	Check all components which simply require removal of cap (Radiator, coolant reservoir, washer reservoir, power steering, etc.).
4. Mower	Gear Boxes - Check levels and fill as needed.
5. Walk Around	Visually check for leaks at the tank crossover, suction and return lines. The underside of the tanks is susceptible to damage from road hazards; consequently, leaks in this area are best detected by noticing any undue accumulation of fuel under the tanks. Visually check for coolant leaks. Check for undue accumulation of coolant beneath the vehicle during time engine is both running and stopped. Check for leaks around transmission lines, filters, oil lines, seals, rear end seals and gaskets, hydraulic lines, fittings and filters. <b>(Caution: Never use your hand to check for leaks under pressure. Always use a piece of cardboard or something similar.)</b>
6. Radiator	Clean all trash, grass, debris, etc., from in front of radiator on off road equipment. Check for coolant leaks and the condition of the radiator cap. Mowing tractors should be checked several times a day.
7. Lubrication	All tractors, mowers, concrete saws, brooms, sickle mowers, earth moving equipment, and any equipment in the "extreme condition" category must be greased a minimum of once a day. Some pivot points and moving parts must be greased a minimum of twice a day. Refer to your Operator's Manual for specific recommendations.
8. Air Tanks	Drain and leave open overnight if equipped with a drain cock. Periodically drain self-bleeder systems and check for oil in the air system.
9. Mirrors, Lights, Horn, Backup Alarm, Amber or Strobe Light, if equipped	Must be present and operational.

10. Hour Meters	Must be operational on all equipment with meters. Hour meters must be installed on all vehicles used to run equipment such as arrow/message boards, buffer trucks etc.
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<b>B. WEEKLY CHECKS:</b>	
1. Oil Bath Air Cleaner	Clean oil and sludge from the cleaner pan. Wash the pan with a nonflammable cleaner and refill to the proper level with the same grade of oil used in the engine.
2. Tire Pressure	Always check tire pressure when tires are cold.
3. Dry Air Filter	Check air filter indicator or light. Replace as required. If there is no indicator or light, air filter must be removed and checked.
4. Brake Fluid Level	Maintain to proper gauge level.
5. Wiring	Check for broken insulation, bare wires and loose, broken or corroded connectors.
6. Welds	Check for broken weld joints.
7. Bolts, Nuts, Screws	Check for breaks and/or looseness.
8. Batteries	For servicing, cleaning methods and jump starting, refer to <a href="#">Chapter 3-4 - Battery Maintenance</a> .
9. Belts and Hoses	Check condition and belt tension.
10. Fuel System	Drain fuel filter petcocks until free of moisture and debris. Check fuel level and fuel system for leaks.

5. Every "C" PM Service Or As Needed Change:

A. Belts

- B. Coolant -Drain, flush and refill the coolant system with a 50% water/50% antifreeze solution.  
**Note: All vehicles and equipment with extended life coolants shall be serviced following the manufacturer's recommendation. Whenever extended life coolant systems are serviced, the replacement coolant shall be the type being purchased by GDOT. The service interval will then go to the "C" Service interval.**

5. Timing Belts - Timing belts shall be inspected or replaced following the manufacturer's recommendation.
6. Other Service Requirements - For requirements not listed in this chapter, such as: hydraulic hoses, hydraulic fluid, rear differential standard transmission fluid, bearing packing, etc., - refer to and follow the manufacturer's recommendations in the Operator's Manual for that particular piece of equipment/vehicle. In the event a manual is not available, request guidance from your Shop Manager.
7. Preventive Maintenance Cycle

**1A** - Change Oil, Filter and Lube

**2B** - PM Service "A" and Service Air Filter

**3A** - Change Oil, Filter and Lube

**4B** - PM Service "A" and Service Air Filter

**5A** - Change Oil, Filter and Lube

**6B** - PM Service "A" and Service Air Filter

**7A** - Change Oil, Filter and Lube

**8B** - PM Service "A" and Service Air Filter

**9C** - PM Service "A" and "B", flush coolant system and replace belts if necessary

**A. Preventive Maintenance Service – Gas**

4. PM Service "A" @ 4,000 Miles or 100 hours

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Wipers
- Check Tire Pressure
- Check Belts and Hoses

5. PM Service "B" @ 8,000 Miles or 200 hours

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Wipers
- Check Tire Pressure
- Check Belts and Hoses
- Inspect/Change, as needed/Service Air Filter
- Rotate Tires

6. PM Service "C" @ 36,000 Miles or 900 hours

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Wipers
- Check Tire Pressure
- Replace Belts
- Drain and Flush Cooling System
- Rotate Tires
- Service Fuel Filter(s)
- Service Air Brake Dryer
- Service Automatic Transmission
- Service Hydraulic System

**\*\*\*All over-the-road vehicles which require stationary engine operation, such as aerial lift, basket, bucket and buffer trucks will be completely serviced every 100 hours/4,000 miles.**

**C. Preventive Maintenance Service – Diesel**

1. PM Service “A” @ 6,000 Miles or 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service “B” @ 12,000 Miles or 400 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  - Rotate Tires
  
3. PM Service "C" @ 54,000 Miles or 1,800 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Wipers
  - Check Tire Pressure
  - Replace Belts
  - Drain and Flush Cooling System
  - Rotate Tires
  - Service Coolant Filter(s)
  - Service Fuel Filter(s)
  - Service Air Brake Dryer
  - Service Automatic Transmission
  - Service Hydraulic System

**\*\*\*All over-the-road vehicles which require stationary engine operation, such as aerial lift, basket, bucket and buffer trucks will be completely serviced every 200 hours/6,000 miles.**

## **C. Preventive Service Maintenance – Air Cooled**

1. PM Service "A" @ 50 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  
3. PM Service "C" @ 450 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Replace Belts
  - Service Fuel Filter(s)
  - Service Hydraulic System

## **D. Preventive Maintenance Service – Off Road**

### **2. PM Service "A" @ 100 hours**

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Wipers
- Check Tire Pressure
- Check Belts and Hoses

### **2. PM Service "B" @ 200 hours**

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Wipers
- Check Tire Pressure
- Check Belts and Hoses
- Inspect/Change, as needed/Service Air Filter

### **3. PM Service "C" @ 900 hours**

- Refer to GDOT PM Manual
- Change Engine Oil and Oil Filter
- Lube all Zerk Fittings
- Check all Fluid Levels
- Check Lights
- Check Tire Pressure
- Replace Belts
- Service Coolant Filter(s)
- Service Fuel Filter(s)
- Service Hydraulic System

## **E. Preventive Maintenance Service – Tractor**

1. PM Service "A" @ 100 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  
2. PM Service "B" @ 200 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Check Belts and Hoses
  - Inspect/Change, as needed/Service Air Filter
  
3. PM Service "C" @ 900 hours
  - Refer to GDOT PM Manual
  - Change Engine Oil and Oil Filter
  - Lube all Zerk Fittings
  - Check all Fluid Levels
  - Check Lights
  - Check Tire Pressure
  - Replace Belts
  - Drain and Flush Cooling System
  - Service Coolant Filter(s)
  - Service Fuel Filter(s)
  - Service Hydraulic System

**NOTE: WHEN STORING SEASONAL EQUIPMENT, REFER TO [CHAPTER 3-6 - STORAGE OF SEASONAL EQUIPMENT](#), FOR PROPER SERVICING PROCEDURES.**



9. Equipment will be sent to the District Shop or a designated facility with an operator to be steam/pressure cleaned as needed and to locate oil or fluid leaks. Care must be taken not to get water into any electrical component, distributor, air intake, etc. which may be damaged by water or steam.

9. Dry Type Air Filters: A clean air filter is essential for peak engine performance. The schedule for replacing dry type air filters is as follows.

A. Medium and Heavy Over-the-Road Vehicles:

Heavy duty round type single stage filter:

Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.

Heavy duty round type two stage filter:

a. Primary Element:

Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.

b. Secondary Element:

Do not clean. Replace at every other primary filter replacement or as needed.

B. Off Road Equipment Except Mowing Tractors:

Heavy duty round type single stage filter:

Replace when filter indicator is activated. Filters that do not have a restriction indicator will be changed as needed.

Heavy duty round type two stage filter:

a. Primary Element:

Replace when filter indicator is activated. Filters that do not have an indicator will be replaced as needed.

b. Secondary Element:

Do not clean. Replace every other primary filter replacement or as needed.

C. Mowing Tractors:

Round type single stage filter:

Replace when filter indicator or light is activated. Filters that do not have an indicator or light will be replaced as needed.

Round type two stage filters:

a. Primary Element:

Replace when filter indicator or light is activated. Filters that do not have an indicator or light will be replaced as needed.

b. Secondary Element: Do not clean. Replace every other primary filter replacement or as needed.

**NOTE: PERIODICALLY CHECK EQUIPMENT WITHOUT A FILTER INDICATOR. INSERT A DROPLIGHT INSIDE PRIMARY ELEMENTS AND INSPECT. REPLACE ELEMENT IF RIPS OR TEARS ARE FOUND.**

## **CHAPTER 3-4**

### **PREVENTIVE MAINTENANCE MANUAL**

#### **BATTERY MAINTENANCE**

The lead-acid storage battery is an electro-chemical device for storing energy in chemical form so that it can be released as electricity. Batteries have a normal life span when properly maintained. A weekly check for water and cleanliness is absolutely necessary. Neglected service will shorten the battery life, increase equipment downtime, increase cost of operation and void the manufacturer's warranty.

Batteries are a safety hazard when caution is not exercised during maintenance or boosting operations. Hydrogen and oxygen gases are present in lead-acid batteries and any spark of flame will ignite these gases causing the battery to explode with great force. Caution must be exercised during servicing and boosting operations.

Water for batteries must be clean drinking water from a municipal source, but not mineral or well water. Normal electrolyte level should be 3/8 to 1/2 inches above the top of the battery plates in batteries with caps. Maintenance free batteries require no fluid check.

Replacement of a battery is a simple task if the proper tools are used and caution is exercised. When removing the old battery, note carefully the location of the positive battery terminal so the new battery can be installed in the same manner in order to avoid the danger of installing in a reversed position. Remove the ground terminal first. Check the battery tray and hold-down for corrosion and clean, if needed, with a mixture of water and baking soda before installation of the new battery. Clean clamp terminals and battery posts. Reconnect the ground cable last when installing the new battery. Apply heavy-bodied mineral grease, petroleum or other protective coating to the terminals after cleaning to reduce corrosion.

When jump-starting a vehicle, the vehicle with the charged battery should not be cranked until your cable hook up is completed. The first cable connection should be from the positive terminal of the dead battery to the positive terminal of the charged battery. The other cable connection should be from the negative post of the charged battery to a good ground on the engine or frame of the vehicle with the dead battery. See [Section 3-4a - Exploding Batteries](#) for additional guidance when jump-starting equipment.

## SECTION 3-4a

### PREVENTIVE MAINTENANCE MANUAL

#### EXPLODING BATTERIES

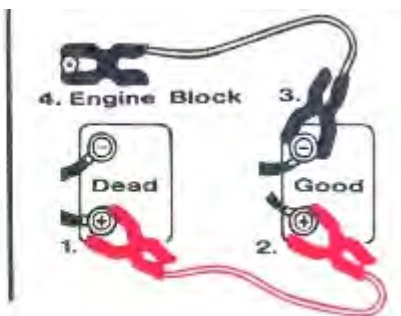
Batteries can and will explode! A few simple precautions will prevent battery explosions. A battery, by itself, will not explode unless a spark or flame has ignited the hydrogen and oxygen gas.

7. Keep sparks, flames and cigarettes away from batteries.
8. Keep charging areas well ventilated.
9. Turn off battery charger before connecting or disconnecting clamps.
10. Keep proper electrolyte level. This means less volume of gas can collect in a full cell.
11. Disconnect ground cable first when removing battery.
12. Be careful not to reverse connections.

**CAUTION: IF FOR ANY REASON, ACID SHOULD CONTACT EYES, SKIN OR CLOTHING, FLUSH IMMEDIATELY WITH LARGE AMOUNTS OF WATER. ALSO, IN CASE OF EYE CONTACT, SEE A PHYSICIAN IMMEDIATELY.**

#### To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- Cars not touching.
- Ignitions off, accessories off, gears in "park" or "neutral", brakes on.
- Attach clamps in order shown, remove in exact opposite order.

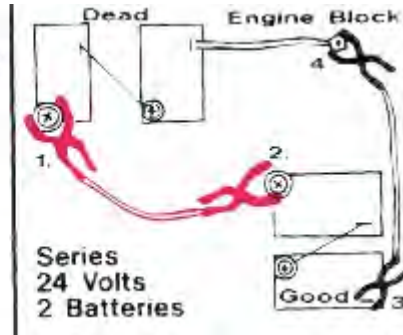


Series  
24 Volts

## 2 Batteries

To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- VEHICLES NOT TOUCHING
- Ignitions off, accessories off, gears in "park" or "neutral", brakes on.
- Attach clamps in order shown remove in exact opposite order



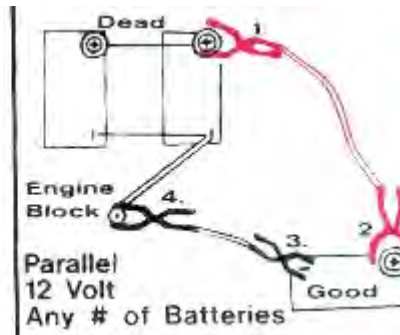
## Parallel

12 Volts

Any Number of Batteries

To jump-start, remember:

- Batteries same voltage.
- Both negative posts grounded.
- Check fluid, check for freezing.
- VEHICLES NOT TOUCHING.
- Ignitions off, accessories off, gears in "park" or "neutral", brakes on.
- Attach clamps in order shown remove in exact opposite order



## CHAPTER 3-5

### PREVENTIVE MAINTENANCE MANUAL

#### TIRE CARE & REPLACEMENT

##### 1. TIRE CARE

- A. Tire pressure on highway vehicles should be maintained to within 90 percent of the maximum recommended pressure as stated on the tire. This will increase mileage and help prevent tire failure. (Refer to owner-operator manual or shop guidelines for proper air pressure for off road equipment.)
- B. Always check tire pressure cold.  
**NOTE: Tires build pressure when hot. Air must not be bled off because of this normal increase. The manufacturer has allowed for this. In addition, never reduce pressure to get a smooth ride.**
- C. Use a reliable tire pressure gauge.
- D. Replace missing valve stem caps. They prevent dirt from getting into the valve stems.
- E. Check front-end components and alignment.  
**NOTE: Report uneven wear or other tire problems immediately.**
- F. Keep tires balanced on lightweight vehicles.
- G. Never run duals that are not comparable in height.
- H. Never mix radial tires and bias tires on the same axle or tandem axles.
- I. Never pump flammable vapors into tires. (Example: "Fix-A-Flat" or other aerosol type tire repair chemicals)  
**NOTE: Locate air compressors in an area away from all gases, fumes, petroleum products and**

**battery charges. DRAIN TANKS WEEKLY. Do not use highly flammable solvents to clean compressor or air screens.**

## 2. TIRE REPLACEMENT POLICY

A. Vehicles under 10,000 Gross Vehicle Weight Rating (GVWR):

1. A tire will be replaced when any major tread has only 3/32-inch tread remaining.

B. Vehicles with GVWR of 10,000 lbs. and above:

1. A front tire will be replaced when any major tread has only 4/32 inch tread remaining.
2. A rear tire will be replaced when any major tread has only 2/32 inch tread remaining.
3. Tires with 4/32 inch tread which have been removed from the front axle may be placed on the rear axle for additional wear before being recapped.

C. Gauging tire tread wear: Measurements will not be made where wearbars, fillets or sipes are located.

D. No over the road vehicle shall be operated on a tire with any of the following:

1. Body ply or belt material exposed through the tread or sidewall
2. Tread or sidewall separation
3. Cuts or bruises exposing the ply or belt material
4. Flat tires or tires with audible leaks

E. No vehicle shall be operated with regrooved, recapped or retreaded tires on the front axle.

**NOTE: THIS APPLIES TO OVER-THE-ROAD (HIGHWAY) VEHICLES ONLY.**

FOR ADDITIONAL INFORMATION ON APPROVED TIRE USE POLICY, REFER TO THE [GDOT COMPREHENSIVE TIRE POLICY](#).

## 3. TIRE SAFETY PRECAUTIONS

- **NEVER** work on an inflated tire and rim assembly.
- **NEVER** re-inflate a tire that has been run flat or seriously under inflated without removing and checking for tire, tube and rim damage.
- **ALWAYS** remove valve core and deflate tire completely before removing from vehicle (Both tires if duals) before loosening mounting bolts.
- **ALWAYS** inspect inside of tire for dirt, liquids, or foreign material and remove before installing a tubeless tire, or a tube in a tube-type tire.

- **ALWAYS** inspect inside of tire for loose cords, cuts, penetrating objects or other damage. Repairable damage should be repaired before installing tube. Tires with unrepairable damage should be discarded.
- **ALWAYS** use new tubes and new flaps in new tube-type tires.
- **NEVER** use a tube in a casing larger or smaller than that for which the manufacturer designed the tube.
- **ALWAYS** check to be sure tube is clean before installing in tube-type tire.
- **NEVER** install tubes or flaps that have been buckled or creased or damaged beyond repair.
- **ALWAYS** check rim diameter to be sure it exactly matches diameter size molded on tire.
- **NEVER** mix rim parts of different manufacturers unless approved by manufacturer.
- **ALWAYS** clean and inspect used rim parts. Replace worn or damaged parts.
- **ALWAYS** check for proper flange and ring seating.
- **NEVER** attempt to seat rings while tire is totally or partially inflated.
- **ALWAYS** lubricate with approved rubber lubricant.
- **NEVER** use anti-freeze, silicones or petroleum base lubricants.
- **ALWAYS** use specialized tools as recommended by tire suppliers for mounting and demounting of truck tires.
- **ALWAYS** inspect valve cores for proper air retention. Replace damaged or leaky cores.
- **ALWAYS** inflate tires in a safety cage or use a portable safety device. Use extension hose with gauge and clip-on chuck which allows the operator to stand away from the tire during inflation.
- **ALWAYS** inflate tire to recommended cold operating pressure.
- **NEVER** install repaired tubes in tires for front wheel positions.

## CHAPTER 3-6

### PREVENTIVE MAINTENANCE MANUAL

#### STORAGE OF SEASONAL EQUIPMENT

Seasonal equipment is defined as "any equipment mainly used during a certain period of the year associated with a particular phase or activity." Some examples of seasonal equipment are mowers, tractors, snowplows, tank trucks, salt spreaders, spray equipment and the trucks used only with such equipment.

During the off-season periods, such equipment is in storage. Equipment should be stored in an equipment shed if possible. While in storage, it will deteriorate from rust or corrosive action if it is not properly prepared for storage. Preparing equipment for storage is a simple process and requires very little time or cost when compared to replacement/repair costs. One or two seasons of neglect may show only minor deterioration while complete deterioration is inevitable after several seasons of neglect.

Seasonal equipment will be properly serviced and treated for corrosion before it is placed in storage, at the assigned location, during off-season periods. Once the equipment has been prepared for storage, no additional oil and filter changes (All filters) are needed until the equipment is placed back in service and the next cycle comes up, i.e. 100 hours.

Seasonal equipment will be prepared for storage as follows:

#### COMPLETE PREVENTIVE MAINTENANCE

Equipment	Clean	Inspection	Repair	Paint	Service
Mowers	x	x	x	As Needed	x
Tractors	x	x	x	As Needed	x



Trucks	x	x	x	As Needed	x
Snow Plows	x	x	x	As Needed	x
Salt Spreaders	x	x	x	As Needed	x
Tank Trucks	x	x	x	As Needed	x
Spray Equipment	x	x	x	As Needed	x

Service includes changing oil, filters, greasing, filling fuel tanks, checking fluid levels and tires. A protective coating of oil/grease on the U-joints is recommended. Salt spreaders and snowplows should be cleaned and coated with a product, such as Lubra-Seal Spreader Encapsulate manufactured by Rhomar Industries, and the hydraulic connections wrapped and protected from the weather. All service and protective coating shall be completed within two (2) weeks of last use of the equipment.

A thorough PM Inspection will be performed using DOT 9635. A copy will be given to the Area Mechanic and the District Shop will be notified of any repairs that are needed. Schedule such repairs early to ensure they are completed **PRIOR** to the next season.

**While in storage, the equipment requires periodic running and driving to ensure all moving parts are lubricated. Each month, all engines will be run for approximately 30 minutes (No more than one hour) at 1/3 throttle (Caution: do not idle). The vehicle will then be driven a short distance ensuring the engine reaches the operating temperature range.**

**Just before the equipment is to be used again, remove all batteries, clean and service. Place on a slow charge to bring up to full charge capacity.**

When removing the equipment from storage and placing it back in service, the equipment will be checked to ensure it is serviceable and ready for use.

Seasonal equipment is primarily used on the highway where safety is the primary concern. Equipment which breaks down on the highway places the operator in a dangerous position and could lead to an injury or fatality. The supervisor and operator are responsible to ensure this equipment is in good mechanical condition prior to use.

## CHAPTER 3-7

### PREVENTIVE MAINTENANCE MANUAL

#### LUBRICANTS & COOLANTS

##### Lubricants

One of the most important parts of the preventive maintenance process is to use the right lubricants. The manufacturer of the equipment furnishes a Service Manual with each piece of equipment purchased. The Service Manual specifies the type, viscosity and grade of the lubricants that are required for servicing the equipment. **Stay within these guidelines.** Using the wrong oil in any equipment will accelerate wear since oil and heavier lubricants are designed for a specific application. Lubricants that are too thin or too thick will not provide the necessary protection.

##### Coolants

GDOT requires a year round mixture of antifreeze and water. Never run a vehicle with 100% antifreeze as it will freeze at -8 degrees. Use the following guidelines when testing or installing antifreeze. In all water-cooled engines, install antifreeze to protect the engine from 0 degrees Fahrenheit to -34 degrees Fahrenheit targeted at -20 degrees Fahrenheit. Do not drain the antifreeze that is in the engines now to arrive at these temperatures. Let it occur through attrition. When it is necessary to replace all the coolant, replace with 50% water and 50% antifreeze. (Reference [Chapter 3-3, Section 4.](#)) **Mechanics will test the acidity level in all medium/heavy duty diesel engines which have coolant conditioner filters at the annual safety inspection and each time the cooling system is serviced.** Mechanics will use a test kit with acidity test strips to test acidity level.

## CHAPTER 3-8

### PREVENTIVE MAINTENANCE MANUAL

#### INSPECTIONS

##### 1. GEORGIA MOTOR VEHICLE EMISSION INSPECTION

Currently, gasoline powered cars and light trucks (Up to 8,500 lbs Gross Vehicle Weight Rating) that are between three (3) and twenty-four (24) model years old and registered in the following counties require an emission inspection: Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Paulding, and Rockdale. The three (3) most recent model years are exempt from emission inspections.

For further information on Vehicle Emission Testing, please refer to the [Georgia Clean Air Force](#) web site.

Even though all GDOT vehicles are registered in Fulton County, any GDOT vehicle that is permanently stationed outside of the thirteen county non-attainment area previously mentioned does not require an emission inspection and is waived from this requirement by the Clean Air Force. Waiver applications can be obtained by contacting the State Motor Vehicle Emissions Coordinator, 3201 Atlanta Industrial Parkway, Building 200, Atlanta, GA, 30331, or by phone at (404) 699-4380.

##### 2. SAFETY INSPECTION

At least one time each year a safety inspection will be performed on each piece of GDOT equipment, except equipment listed in [Section 4](#) of this chapter. **The only people authorized to conduct a safety inspection and update a safety sticker are shop and field mechanics.** A [DOT 9635](#) will be used to record the safety inspection. A copy of each DOT 9635 used for a safety inspection will be forwarded to the Office of Equipment Management's (OEM) - Preventive Maintenance (PM) Section (See the [Guide Book to DOT Form 9635](#) for more information).

### **3. PREVENTIVE MAINTENANCE INSPECTION**

**A PM inspection may be performed by anyone at anytime.** A DOT 9635 will be used to record a PM inspection. A copy of the DOT 9635 used to record a PM inspection will be forwarded to the PM Section of OEM **only** when neglect or abuse is found (See the [Guide Book to DOT 9635](#) for more information).

### **4. ANNUAL SAFETY INSPECTION EXCEPTIONS**

All GDOT numbered equipment is required to have an Annual Safety Inspection with the following exceptions:

<b>DOT PREFIX</b>	<b>DESCRIPTION</b>
005	Broom Attachments
010	Asphalt Tank
012	Mud Jack
015	Ripper
023	Snow Plow
028	Welder, non-trailer mounted (only)
029	Water Pump
037	Conveyor
044	Concrete Saw, small
045	Concrete Saw, large
052	Walking Striper
061	Pulvi-Mixer
065	Asphalt Plant
066	Motor Paver
069	Pugmill
071	Generator
075	Slot Cutter
076	Paving Breaker
077	Cement Gun
080	Outboard Motor
082	Tailgate Spreader
083	Hopper Spreader
085	Weed Sprayer, large slide in style
086	Weed Sprayer, small skid mounted style
097	Pile Driver
098	Marsh Buggy
099	Hot Oil Heater
101	Concrete Batch Plant
103	Agriculture Spreader
104	Seeder/Tiller
105	Boat
107	Traffic Line Remover
116	Automatic Curb Paver
120	Bitumen Machine, push type
122	Epoxy Dispenser
130	Steel Wheel Roller, small
475	Auxiliary Fuel Tanks

## 5. AERIAL LIFT EQUIPMENT

- A. Insulated boom bucket trucks shall be Dielectric tested and certified annually. Test items shall include insulated booms, boom inserts, buckets and bucket liners. The test shall meet ANSI A-92.2 requirements for the design voltage of the unit. A sticker with the testing company name, date tested and test data shall be attached to the dashboard of the truck
  
- B. Inspection of all truck mounted aerial lift equipment shall be performed annually by trained shop personnel. Inspections shall be performed at the time of the safety inspections. Bucket trucks and basket trucks are to be inspected using inspection form [DOT 9636](#); which will be retained in the shop work order file. Any defects discovered during the inspection shall be repaired prior to the release of the unit. A FleetAnywhere work order shall be initiated for this inspection and coded "O" for aerial inspection

## CHAPTER 3-9

### PREVENTIVE MAINTENANCE MANUAL

#### VEHICLE/EQUIPMENT RECORDS

Vehicle and maintenance records are an essential and necessary part of vehicle fleet management. These records provide the critical data in support of cost analysis, operational cost and equipment replacement cost. The cost data provides management with information required in preparation of the annual budget and when preparing cost analysis for new projects. The same data bank is used when new equipment is procured. In support of the data bank, GDOT has developed several forms and records to collect and store the data. The forms that are in use today are Forms DOT 9497, DOT 9631, FRO150, and DOT 9635. These forms will be initiated and maintained as follows:

##### **Form DOT 9497 - Monthly Usage Report**

This will be initiated by the vehicle operator monthly to show vehicle utilization.

(See [Section 3-9a](#))

##### **Form DOT 9631FA - Motor Vehicle Defect Report**

This will be initiated by any operator who discovers a vehicle defect that requires repairs by a shop or field mechanic. This is a three-part form. The white copy is to be kept in the vehicle service record until the operator receives the pink copy. The white copy is to verify what repairs have been requested. The yellow and pink copy will be sent to the shop/mechanic with the piece of equipment/vehicle.

(See [Section 3-9b](#))

When the equipment/vehicle is picked up from the shop/mechanic, the pink copy of the DOT 9631FA will be picked up also. The pink copy is given to the operator to enter those repairs that have been completed on the equipment/vehicle in the service record. Once these repairs have been entered in the service record, the pink copy will be filed in the equipment/vehicle file and the white copy will be destroyed.

##### **Form FRO150 - Vehicle Service Record (Yellow Folder)**

the service record will be maintained for all vehicles/equipment. It is the responsibility of the operator. On this yellow folder, record all repair or replacement of major components (Transmission, brakes, engine, etc.), oil changes, filter replacements and scheduled lubrication, and anything done to the vehicle of historical value (Tune-ups, tires, new batteries, etc.). **Do not** record daily or weekly checks. Make minor corrections (Adding to fluid levels, cleaning batteries, replacing bulbs, etc.), but do not record them on the Vehicle Service Record (FRO150). This service record will be kept in all over-the-road vehicles. Off road equipment service records will be kept filed at the headquarters with the equipment or with the Foreman.

(See [Section 3-9c](#))

##### **Form DOT 9635 - Preventive Maintenance & Safety Inspection**

This is used to record equipment PM & Safety Inspections. Shop and field mechanics will use Form DOT 9635 to record safety inspections. (A safety inspection will be performed on most GDOT equipment at least one time each year. See [Chapter 3-8 - Inspections](#) for exemptions.) Mechanics will record the safety inspection expiration date, antifreeze protection level and coolant acidity level to the top right side of the DOT 9635.

Anyone can, at anytime, use this form to record a PM inspection. When used for a PM inspection, a copy will **only** be furnished to OEM, if abuse or neglect is found. (See [Section 3-9d](#)) For guidance on how to inspect a piece of equipment for PM and safety, see the [Guide Book to DOT 9635](#).



**SECTION 3-9a**

**PREVENTIVE MAINTENANCE MANUAL**

**MONTHLY USAGE REPORT**

[Click here for a printable version of the Monthly Usage Report, DOT 9497](#)

**SECTION 3-9b**

**PREVENTIVE MAINTENANCE MANUAL**

**MOTOR VEHICLE DEFECT REPORT**

Georgia Department of Transportation						DOT 631FA Rev. 04/00
<b>MOTOR VEHICLE DEFECT REPORT</b>					FLEETANYWHERE WORK ORDER #	
DATE		EQUIPMENT ID#		MILEAGE/HOURS		
REPORTED BY		SUPERVISOR		PHONE #/RADIO #		
RECEIVED AT SHOP BY				DATE RECEIVED AT SHOP		
BODY DAMAGE TASK ID-02	BRAKES TASK ID-13	DIFFERENTIAL TASK ID-22	TRANS-AUTO. cont. TASK ID-27	ENGINE/EXHAUST cont. TASK ID-43/45	MOWERS TASK ID-80	
Front	Adjust	Leaking	Slips	Hard Starting	Blades	
Side	Air Leak	Noisy	ELECTRICAL TASK ID-30	Misfires	Deck	
Rear	Grabs	CLUTCH TASK ID-23		No Power	Drive Shaft	
Exterior	Low Pedal			Clearance	Noisy	Gear Box
Interior	Noisy	Grabs	Dash	Oil Leak	Safety Chains	
Windshield	Poor Effect	Pedal Clearance	Dead Battery	Overheats	INSPECTIONS	
Side Glass	Pulls- L R	Slips	Directional	SAFETY DEVICES TASK ID-51	Emission	
Rear Glass	STEERING TASK ID-15	Stiff	Dome		Rating	
INSTRUMENTS TASK ID-03	Shimmy	TRANS-MANUAL TASK ID-26	Flasher	Back-Up Alarm	Safety	
	Air Pressure	Pulls- L R	Head	Conspicuity Tape	SERVICING	
Amp/Volt	Wanders	Leaks	Parking	Heater/Defroster	A-Service	
Fuel	TIRES TASK ID-17	TRANS-AUTO. TASK ID-27	Rear	Horn	B-Service	
Hour Meter			Stop	Parking Brake	C-Service	
Oil Pressure	LF RF	Leaks	ENGINE/EXHAUST TASK ID-43/45	Strobe Lights		
Speedometer	LR RR	Noisy	Coolant Leak	Wipers		
Temperature	Rotate/Balance	Shift Not Smooth	Fumes	W/S Washer		
OTHER DEFECTS/COMMENTS						
DO NOT WRITE IN SHADED AREA						



**SECTION 3-9d**

**PREVENTIVE MAINTENANCE MANUAL**

**PREVENTIVE MAINTENANCE AND SAFETY INSPECTION**

[Click here for a printable version of the Preventive Maintenance and Safety Inspection, DOT 9635](#)

## CHAPTER 3-10

### PREVENTIVE MAINTENANCE MANUAL

#### PRINCIPLES OF SAFE DRIVING

1. The basis of "professional driving" centers on good driving practices and habits. These good practices are safely combined with common road courtesy. The experienced driver can handle a vehicle under adverse conditions and react in a proper manner whether maneuvering the vehicle out of trouble or meeting the public. Experience is a teacher of correct reactions, but a "properly trained" driver can be taught to react the same as the experienced driver.
2. Driving is a thinking act. The following safety practices must become safety habits.
  - A. Complete concentration is a must - whether driving on the highways or checking your vehicle. Keep your eyes on the road ahead but glance in your rear mirror at the traffic behind you. Stay alert! Look ahead (physically and mentally) to avoid hazardous situations.
  - B. Driving is a physical act that involves thinking. Do not speed! Drive at safe speeds for the conditions around you--the weather, traffic, time of day, type of highway and visibility. Regardless of the posted speed limits, slow down when conditions call for lesser speeds. Be smart!
  - C. The speed limit shall be observed at all times. Do not tailgate! When you change lanes, check the traffic behind you and beside you. When you turn off one highway or street onto another, know what vehicles and foot traffic are near you. Before backing your vehicle, you must check making sure everything is clear. If necessary use a spotter to assist in backing up.
  - D. Watch the vehicles ahead, beside and behind your vehicle for any erratic or dangerous move by another driver that could cause a hazardous situation.
  - E. Be alert! Be courteous! Be smart! Be safe!
3. Good driving habits can increase lower operating costs. Poor driving habits can directly affect your vehicle's performance and fuel consumption. You can help stretch operating costs by developing better driving habits:
  - A. When starting off, accelerate gently. By accelerating slowly, you will need less power and fuel. Sudden bursts of speed are the main causes of fuel consumption.
  - B. If you drive at a moderate speed, between 35 and 55 MPH, you will decrease fuel consumption.
  - C. Try to maintain a steady pace when driving by avoiding unnecessary acceleration or braking to give your vehicle maximum fuel economy.
  - D. Shut off engine when vehicle is not in operation.

- E. The smallest size vehicle should be used to accomplish the job.
  - F. Tire pressure should be maintained to within 90 percent of the maximum recommended pressure on the tire. This will increase mileage and help prevent tire failure.
  - G. Tune the engine following the manufacturer's specifications for best efficiency.
  - H. Eliminate all unnecessary weight.
  - I. Check the following items before driving an unfamiliar vehicle: brakes, steering, horn, signal lights, backup alarms, etc.
4. When exiting a vehicle, turn off the engine, apply the parking brake, put transmission in reverse, first gear or park position. When on an incline, use a chock block for vehicles with dual wheels. Vehicles with defective parking brakes shall be repaired immediately.

## CHAPTER 3-11

### PREVENTIVE MAINTENANCE MANUAL

#### GUIDE BOOK TO DOT FORM 9635

##### **INSTRUCTIONS**

This guide is to be used in conjunction with form [DOT 9635](#) - PM and Safety Inspection Form. This guide must be followed to do a complete and thorough PM or Safety Inspection.

##### **FORM DOT 9635 HEADING**

The word "Safety" will be circled when a safety inspection is performed.

The letters "PM" will be circled when a preventive maintenance inspection is performed.

All information required in the Heading should be furnished.

##### **SAFETY INSPECTION**

Safety Inspections must be performed on most GDOT equipment at least once a year. See [Item #4 of Chapter 3-8 - Inspections](#) of this Manual, for items exempted from safety inspections.

**Safety Inspections must be performed by a shop or field mechanic.**

All items on the DOT 9635 must be checked. Special attention will be given to the items marked with an asterisk (\*).

All safety repairs must be made in order to update the safety sticker.

##### **PREVENTIVE MAINTENANCE INSPECTION**

A Preventive Maintenance Inspection may be performed by anyone at any time.

A Preventive Maintenance Inspection does not necessarily have to include all the asterisk (\*) items on the DOT 9635, although it is not prohibited.

##### **REMARKS COLUMN**

Each discrepancy found will be explained in the remarks column.

##### **FORM CLOSURE**

Equipment abuse and equipment neglect will be marked **NO** or **YES**. The neglect column will be marked **YES** if the safety sticker has expired. A **YES** condition will be explained in the inspector's remarks section.

The inspector will always sign the completed DOT 9635. If available, the operator will sign the form also.

The appropriate block will be marked for the vehicle's condition.

## **EQUIPMENT DOWN**

The equipment down column in this guide is as specific as possible but is in no way conclusive. When in doubt, the inspector should consult the Maintenance Shop Manager or District Safety Officer.

## **WORDS & TERMS**

**Neglect:** Evidence that a piece of equipment has not been maintained or cared for properly.

**Abuse:** Neglecting to maintain and care for a piece of equipment or misusing it to the extent that damage will occur.

### **Fluid**

#### **Leaks:**

**CLASS I:** Seepage of fluid (As indicated by dampness) not sufficient enough to form drops.

**CLASS II:** Leakage of fluid sufficient enough to cause wetness, but not enough to drip from item being checked/inspected.

Leakage of fluid sufficient enough to drip and form pools of liquid from the item being checked/inspected.



Item to be Inspected and Procedures (Check for and have repaired, filled or adjusted as needed)	Equipment Is Down/Not Ready If:
<p><b>1. <u>INSPECTION ITEMS</u></b>  Check for emission control sticker or exemption (See <a href="#">Chapter 3-8 - Inspections</a> in the PM Manual), current GDOT safety sticker, and the vehicle service records (See <a href="#">Chapter 3-9 – Vehicle/Equipment Records</a> in the PM Manual).</p>	
<p><b>2. <u>UNDER-THE-HOOD FLUIDS/FILTERS</u></b>  Check fluids (Oil, automatic transmission, steering, coolant, clutch and brake master cylinders, etc.) and filters (Air, oil bath, fuel, oil, automatic transmission, etc.) for service in accordance with <a href="#">Chapter 3-3 - Scheduling</a> in the PM Manual. (Refer to manufacturer's recommendation for items not included in Chapter 3-3 - Scheduling.)</p>	<ol style="list-style-type: none"> <li>1. Any fluid does not register on stick or is low enough below proper level to cause damage.</li> <li>2. Any gasoline leak.</li> <li>3. Any brake fluid leak.</li> <li>4. A dry or near empty master cylinder.</li> <li>5. Class III leak in other systems.</li> </ol>
<p><b>3. <u>COOLING SYSTEM</u></b>  Check all belts, hoses, radiator, water pump, etc., for leaks, frays, cracks, serviceability and timely service in accordance with <a href="#">Chapter 3-3 - Scheduling</a> in the PM Manual. Coolant filters will be tested and hoses will be inspected for replacement condition by the mechanic performing the annual safety inspection.</p>	<ol style="list-style-type: none"> <li>1. Class III coolant leak.</li> </ol>
<p><b>4. <u>ELECTRICAL SYSTEM</u></b>  Inspect alternator, generator, batteries (Water level), starter, wiring, terminals, etc. for cleanliness, security of mounting and/or damage.</p>	<ol style="list-style-type: none"> <li>1. Battery hold down is missing.</li> <li>2. Battery terminals are excessively corroded.</li> </ol>
<p><b>5. <u>ENGINE</u></b>  Check for damage to external engine components, lines, connections, fittings and mounts. Check for leakage and excessive oil consumption. Listen for any abnormal noise in bearings, wrist pins, tune-up area, etc.</p>	<ol style="list-style-type: none"> <li>1. Any Class III leak.</li> <li>2. Engine cut off inoperative/ cannot be shut down from driver's compartment.</li> </ol>
<p><b>6. <u>FUEL SYSTEM</u></b>  Check carburetor, fuel pump, injector, lines, connections and fittings for leaks or damage.</p>	<ol style="list-style-type: none"> <li>1. Any gasoline leak.</li> <li>2. Any Class III diesel leak.</li> </ol>
<p><b>7. <u>EXHAUST SYSTEM</u></b>  Look and listen to entire exhaust system for leaks, rusted or missing components.</p>	<ol style="list-style-type: none"> <li>1. End of exhaust system does not extend 4" beyond or outward from the cab/passenger compartment.</li> <li>2. Fumes are detected in driver/passenger compartment or leak severe enough to cause further damage to vehicle. Example: Valves</li> </ol>

**8. FRONT END/STEERING**

Check axle, vents, ball joints, bushings, drag links, hoses, kingpins, pittman arm, power steering pump, tie rod ends, fluid, alignment, etc.

1. Steering shimmy, vehicle drifts or excessive free travel.
2. Fluid is low enough below proper level to cause damage.
3. Any Class III leak.

**9. BRAKES**

Check air compressor/tanks, booster, drum/rotor, master cylinder and cap, wheel cylinders, shoes, pads, parking brakes (Check in reverse and second gear with engine at idle), lines, etc. Inspect at least one right rear brake assembly on highway vehicles. New vehicles with less than 20,000 miles are exempted from this inspection, unless a brake problem is suspected.

1. Any brake fluid leak.
2. Any defective brake pedal action.
3. Parking brake will not kill engine in reverse or second gear or hold in automatic drive.
4. Any audible air leak in brake system.
5. On tractors, more than 1/2" distance between pedal activation.

**10. LIGHTS**

Check strobe, sequential flashers, turn signals, brake lights, back-up lights, clearance lights, fixtures, wiring, etc. for condition and visibility.

- Highway Equipment:
1. Brake lights or turn signals are inoperative (Note: Hand signals may be used on lightweight vehicles to transport to a repair facility.)
- Mowing Tractors:
1. Must have strobe lights during operation.
  2. Headlights inoperative (On applicable vehicles) are limited to daylight usage.

**11. BODY**

Check for scratches, dents, visible damage or abrasions. Inspect doors, body seals, glass, windows, mirrors, hardware, welds, etc., for condition and serviceability.

1. Broken welds in strategic areas. (dump truck safety props, Rollover Protection Structure (R.O.P.S.), frame members, etc.)
2. Any windshield damage that obstructs a driver's view.
3. Either side mirror broken or missing on vehicles where the rear and side views are totally dependent on said mirrors.
4. Fender mounted spot mirrors missing from right side of tandem axle vehicles.

**12. FRONT ATTACHMENTS**

Check broom, bucket, blades, forks, loaders, plows, etc., for condition and serviceability.

1. Blade wear severe enough to cause damage to bucket.

**13. REAR ATTACHMENTS**

Check augers, backhoes, booms, buckets, cranes, hooks, hitches, spreaders, rear mounted baskets etc., for condition and serviceability. Also check lights if applicable.

1. Blade wear severe enough to cause damage to bucket.

**14. HYDRAULIC SYSTEM**

Check couplings, cylinders, filters, fittings, hoses, motors, lines, pumps, fluid, etc., for condition and serviceability.

1. Any Class III hydraulic leak.
2. Fluid is low enough below proper level to cause damage.

<p><b>15. MISCELLANEOUS</b> Check cables, chains, hooks, gauges, grease fittings, hour meters, speedometers and tachometers for condition and serviceability.</p>	<ol style="list-style-type: none"> <li>1. Oil pressure gauge is inoperative.</li> <li>2. Temperature gauge is inoperative.</li> </ol>
<p><b>16. CLUTCH</b> Check entire clutch assembly for slipping, grabbing or chattering. Check for proper free travel.</p>	<ol style="list-style-type: none"> <li>1. Transmission shifting affected by clutch condition.</li> <li>2. No clutch free travel.</li> </ol>
<p><b>17. TRANSMISSION</b> Check entire transmission assembly, fluid, P.T.O. components, bushings, shift mechanism and vents for damage, leaks, noises or difficulty in changing gears.</p>	<ol style="list-style-type: none"> <li>1. Class III leak.</li> <li>2. Fluid is low enough below proper level to cause damage.</li> </ol>
<p><b>18. REAR AXLE</b> Check all rear axle components, vents, gaskets, seals and fluids.</p>	<ol style="list-style-type: none"> <li>1. Class III leak.</li> <li>2. Fluid is low enough below proper level to cause damage.</li> </ol>
<p><b>19. SPRINGS, SUSPENSION</b> Check shackles, shocks, springs, torsion bar, etc.</p>	<ol style="list-style-type: none"> <li>1. Any adverse effect on vehicle control. (Example: Swaying, etc.)</li> </ol>
<p><b>20. DRIVE SHAFTS</b> Check hanger, bearings, shaft, yoke, U-Joints, etc.</p>	<ol style="list-style-type: none"> <li>1. Any defective U-Joint.</li> </ol>
<p><b>21. CRANES/GRADERS</b> In addition to items 1-20 as applicable, check boom, circle, carrier, blade, rigging, tandem and gear box lube.</p>	<ol style="list-style-type: none"> <li>1. <b>Graders:</b> Blade wear severe enough to cause damage to mold board.</li> <li>2. <b>Cranes:</b> Missing lacing, cracked welds or braces, bends, kinks or corrosion that affect the boom's structural integrity (If in doubt, contact the District Safety Officer).</li> <li>3. Lube is low enough below proper level to cause damage.</li> <li>4. Any Class III leak.</li> </ol>
<p><b>22. MOWERS</b> In addition to items 1-20 as applicable, check blades, gear boxes, deck, chains, hardware, etc.</p>	<ol style="list-style-type: none"> <li>1. Gear lube is low enough below proper level to cause damage.</li> <li>2. Any Class III leak.</li> </ol>
<p><b>23. TRACKS</b> Check bearings, chain link, drive sprockets, idler, rollers, shoes, etc.</p>	
<p><b>24. ROAD TEST</b> Check: Steering feel Shifting ease Brake feel Engine Operation Heater &amp; Air Conditioner Etc.</p>	<ol style="list-style-type: none"> <li>1. See Item #8 - <a href="#">End/Steering.</a></li> <li>2. See Items #16 &amp; #17 - <a href="#">Clutch</a> &amp; <a href="#">Transmission.</a></li> <li>3. See Item #9 - <a href="#">Brakes</a></li> <li>4. See Item #5 - <a href="#">Engine</a></li> </ol>

**25. ADDITIONAL SAFETY CHECKS**

Check back-up alarm, wiper blades, dump body, safety prop, slow moving vehicle emblem, seat belts, tire tread wear, severe tire damage, flags, horn, fire extinguisher, lug nuts, reflective tape as applicable and any other required safety related item, to include all CDL required items.

Equipment requiring back-up alarms in accordance with TOPPS Policy [7180-4](#), will be **DOWNED** if not installed or repaired the same day that the alarm is found missing or becomes inoperative. If the equipment must be operated or moved before repairs or installation can be made, a spotter must be used.

2. Defective or missing seat belts (Highway vehicles/equipment with R.O.P.S).
3. Only 2/32" tread wear in a major groove.
4. Severely damaged tire (See [Item #2 – Tire Replacement Policy of Chapter 3-5 – Tire Care & Replacement](#)).
5. Any lug nuts missing.
6. Conspicuity/Reflective tape is missing from applicable equipment.
7. Horn is inoperative on highway equipment.
8. Missing warning triangles, fire extinguishers and/or spare fuses from equipment requiring CDL.

**26. TIRE PRESSURE**

Tire pressure on highway vehicles should be maintained to within 90 percent of the maximum recommended pressure on the tire.

