

INCIDENT MANAGEMENT HANDBOOK

Ministry of Transport / Directorate General of Public
Works and Water Management
Rijkswaterstaat (RWS)

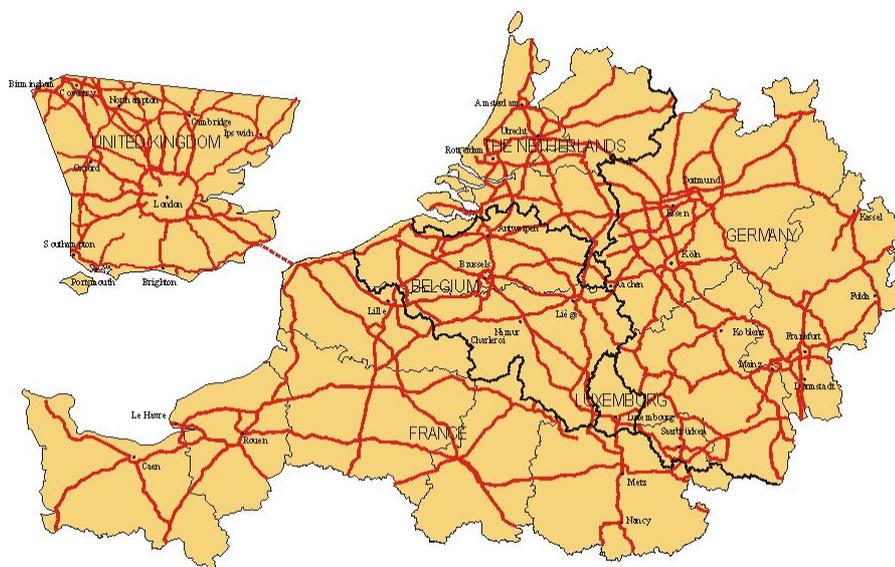


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CENTRICO and this Handbook

CENTRICO is the acronym for Central European Region Transport Telematics Implementation Project. It is an organisation in which several European regions participate to coordinate the implementation and use of ITS to improve performance of the trans European road network (TERN) and to facilitate the road user.

Partners within CENTRICO are the western states of Germany, the Benelux (Belgium, Netherlands and Luxemburg) countries, the northern regions of France and part of the United Kingdom (see figure below).



Partners and Road Network of CENTRICO

The project objective is to reduce congestion on the TERN in the CENTRICO regions by between 5 and 15 percent depending on location. Additional aims are to reduce environmental impact caused by transport delays and to improve network safety.

The existing traffic management and information centres have an up to date view on their networks. By exchanging information between the several traffic centres, the road users, crossing borders, can be guided toward their destinations more efficiently in case of large incidents on the international routes.

This translation of the Dutch Incident Management Handbook should contribute to further European initiatives to manage and reduce the effects of traffic incidents.

CENTRICO is supported and co-funded by DG TREN of the European Commission.

Terms explained

Abbreviation	Full Dutch Name	English translation
ANWB	Algemene Nederlandse Wielrijders Bond	Royal Dutch Automobile Association
CMI	Centraal Meldpunt Incidenten	Central Incidents Room
CMV	Centraal Meldpunt Vrachtautoberging	Central Incidents Room for Truck Recovery
CPA	Centrale Post Ambulance dienst	Central Ambulance Station
CTPI	Coördinatie Team Plaats Incident	Incident Site Co-ordination Team
KLPD	Korps Landelijke Politie Diensten	National Police Force
LPR	Landelijke Personenauto Regeling	National Car Regulation
LVR	Landelijke Vrachtauto Regeling	National Truck Regulation
RVI	Rijksverkeersinspectie	Ministry of Transport/Inspection Agency
RWS	Rijkswaterstaat	Ministry of Transport/Directorate General of Public Works and Water Management
STI	Salvage Transport Incidenten	Salvage Transport Incidents
TOD	Technische Ongevallen Dienst	Technical Accident Services
VBS	Vereniging van Bergingsspecialisten	Association of Recovery Specialists
VHD	Verzekeraarshulpdienst	Insurers Helpdesk

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1. Introduction

1.1 General

Some 13% of the traffic jams on Dutch roads are the result of incidents such as crashes and vehicles shedding their loads. The majority of these traffic jams are caused by accidents with cars. While relatively few incidents involve trucks, these incidents cause immediate, large-scale traffic jams that catch public attention. All these traffic jams contribute significantly to the economic damage that the Netherlands suffers each year from traffic jams. A traffic jam also creates an unsafe traffic situation and in many cases collisions occur in the tail of the jam. This entails the risk of further material damage as well as injury. All in all, therefore, sufficient reason to limit as far as possible the length and duration of such traffic jams.

To limit the social damage that occurs when traffic jams form around incidents, the RWS has signed a covenant with the Insurers Association and the sector organisations. The RWS is committed to implementing Incident Management (IM) measures on the Dutch trunk road network within a few years. The aim of these IM measures is to ensure the safe and rapid handling of incidents so that the traffic flow restrictions caused by an incident are lifted as quickly as possible. It goes without saying that good victim assistance and the safety of both emergency service workers and other road users are important considerations.

In order to implement incident management in their sectors, various districts have set up their own District Incident Management Platform.

Represented on the district's platform are the Ministry of Public Works (RWS) the National Police Force (KLPD), the Regional Police force, the Insurers Helpdesk, the vehicle recovery companies, the Regional Fire Brigade, the Central Ambulance Station (CPA) and the Royal Dutch Automobile Association (ANWB). The platform's task is to implement the national truck regulation (LVR) and the national car regulation (LPR); these are the first IM measures for actual implementation. To this end, the platform has formulated agreements about the co-operation between the emergency services on motorways. Additional measures are being prepared and initiated to accelerate the handling of the different IM phases.

1.2 Incident management measure

National Car Regulation (LPR)

This regulation covers the deployment of the vehicle recovery company in small-scale incidents. The core of this measure is that the incident is reported first to the police incident room. Without a police patrol having first visited the incident site, the police incident room alerts the central incident room (CMI). In turn, the CMI calls in a vehicle recovery company as quickly as possible. This system cuts the total incident-handling time by an average of 15 minutes. Given the high number of these incidents occurring nationally, this measure is particularly effective.

However, this procedure carries the risk of a vehicle recovery company being called in unnecessarily; after all, the police have not made an on-site assessment of the situation. The costs of these 'fruitless journeys' are borne by the RWS as part of the costs of this measure.

National Truck Regulation (LVR)

This regulation covers the deployment of a certified heavy vehicle recovery company in truck incidents. The core of this measure is that the incident is reported first to the police incident room, which sends a police patrol to the site to assess the incident situation. On receipt of a report, the police incident room alerts the central incident room for truck recovery (CMV). As quickly as possible, the CMV then calls in a heavy vehicle recovery company contracted by the RWS to handle the first recovery. Thus, under this regulation the choice of recovery company is no longer left to the owner of the vehicle involved. The immediate allocation of a recovery company reduces the incident-handling time considerably in a number of cases; a situation is prevented in which an owner or carrier calls in his own recovery company which has to travel a long way. The incident-handling time can also be reduced by clearly defined co-operation between the parties involved at the incident site. Under the IM measure, this is ensured by an incident site co-ordination team (CTPI), which works at the incident site; team members include representatives on-site of the police forces, fire brigade, CPA and RWS. The CTPI is advised on site by an independent STI expert¹ and the vehicle recovery company.

Both regulations are being implemented on all Dutch trunk roads and a number of important connecting roads. The regulations remain in force at all times.

¹ STI stands for Salvage Transport Incident

1.3 **Incident Management Handbook**

This *Incident Management Handbook* has been drawn up to facilitate the implementation of the LPR and the LVR and the co-ordination of the activities of all parties involved. The first area to be described in the handbook is the organisation structure and tasks of the district platform. Next, how the incident is to be detected and reported is described as well as how an incident is to be handled. The IM plan contains an incident-handling script for each organisation involved. Information is also given about the evaluation of the measure and the necessary administrative procedures are described briefly. Following the general part of the IM plan, space is provided where district-specific information can be entered. By completing this section, you can create a handbook specific to your region. There is space to fill in the geographic boundaries of your sector and to delineate the areas of responsibility of the organisations involved. Information can also be included about the organisations involved in the district. Finally, the appendices include further information about the two regulations. The aim behind the regulations is to standardise procedure as far as possible.

Where the LPR and LVR overlap, the regulations are described together. This is the case in chapters 1, 2, 5, 7 and 8. In the other chapters 3, 4 and 6, the regulations are handled separately because they differ substantially.

2. Organisation

2.1 Composition of the district platform

Representatives of the following organisations participate in the District Incident Management Platform:

- The local RWS district concerned (chairman);
- The regional RWS directorate;
- National Traffic Management Centre (department for traffic management and information, including the Incident Management Project Agency);
- KLPD;
- The Regional Police force;
- The regional fire brigade;
- CPA;
- The central incident rooms (CMI/CMV);
- ANWB patrol service;
- Representatives of the recovery companies (in principle a rotating representation).

2.2 The tasks of the district platform

The implementation of the LPR and the LVR take place within the context of the district platform. Once the regulations have been implemented, they must continue to be discussed to ensure their smooth and successful operation.

The platform has the following operational tasks:

- To initiate meetings of the platform four to six times per year. The platform may also be called together at short notice to evaluate a special incident;
- To monitor the IM measures taken;
- To collect the details required to monitor the measures or have them collected ;
- When necessary, to correct the IM measures taken;
- To plan new IM measures;
- To carry out IM measures or have them carried out.

The chairman is responsible for:

- Carrying out national and regional agreements;
- Carrying out proposed national and regional IM measures;
- Reporting to the national platform about progress and developments within the district;
- Settling the financial side of fruitless journeys made by recovery companies;
- Settling the financial side of truck recoveries.

The chairman has contact with and input to the Dutch National Incident Management Platform. All the other participants are expected to communicate with their own organisations, both at management level and with personnel actively involved in implementing the platform's decisions.

2.3 Fixed agenda points

The following points are a permanent feature on the agenda:

- *General IM developments*
National and other developments within the field of incident management are reported.
- *Feedback on recent events:*
Participants report on recent incident handling from the perspective of their own discipline. They may also cover other matters such as special cases and regional or national consultations.
- *Evaluation of current IM measures:*
Current IM measures are monitored, the results of which are used to decide whether measures need to be adapted and whether data collection should take place or be changed in any way.
- *Proposals for new IM measures:*
At the start, a few opportune and sensible IM measures were taken that could be applied quickly. These IM measures belong to a group of possible IM measures. Appendix 7 presents a list of the various possibilities. New measures can be devised using this list as a starting point. New IM measures may also, of course, be based on experience.
- *New agreements:*
Agreements about new IM measures and changes to existing IM measures are recorded in detail.

2.4 Communication

Reports

The reports of the meetings of the district platform are sent to all participants. Reports are also sent to the National Traffic Management Centre for reference.

IM Handbook

The handbook has been drawn up to facilitate the implementation of the LPR and the LVR. It describes the agreements made and the procedures to be followed. Each of the organisations involved has received a number of copies of the handbook. The names of the individuals who should receive this handbook have been recorded. The use of a loose-leaf system means new copies can be sent to the right people when changes occur and the chance of people using different version is minimised.

Folders

A folder was made for the district at the start of work on the IM measures. This folder consists of a general part and an interchangeable part. The latter part contains a card with information specific to the district. It includes the IM measures taken and the membership of the district platform. Changes or additions may be noted on the card. This means that when a change occurs, it is not necessary to replace the entire folder.

Other resources

Other communication resources are also being used to implement incident management. They include materials such as newsletters, instructional videos, a short book for the work floor and information sessions for the different target groups. To receive these resources, the parties involved can submit a request to the National Traffic Management Centre.

3. Incident detection

3.1 General

An incident can be reported by various channels. Following a report, the relevant emergency services take various actions. This chapter focuses on the reports. A general description of incident reporting is followed by an examination of incident detection and the types of incident. The chapter concludes with the LPR and the LVR.

3.1.1 Incident reporting

Reports can be received by the incident rooms of the KLPD and the Regional Police force. In some cases, reports are received by the fire brigade, the CPA or the ANWB. The incident rooms listen to the caller and share all information with the police incident room, which alerts the CMI/CMV. The police incident rooms co-ordinate to decide which force has a surveillance vehicle closest to the incident. That force's incident room becomes the acting incident room. The reporting procedures are shown in the flow diagrams in appendix 5.

3.1.2 Incident detection

Incidents are detected and reported in various ways:

- The mobile telephone reports (112) are received by the KLPD's incident room and, once the appropriate checklist has been completed, are dealt with in conjunction with the incident room of the Regional Police.
- Reports by the KLPD's surveillance are received by the KLPD's incident room.
- Reports by the Regional Police's surveillance are received by the Regional Police's incident room and, once the appropriate checklist has been completed, are dealt with in conjunction with the KLPD's incident room.
- Other 112 (emergency phone number) reports are received directly by the Regional Police and, once the appropriate checklist has been completed, are dealt with in conjunction with the KLPD's incident room.
- Reports from the emergency roadside telephone and ANWB motoring organisation are received by the ANWB's incident room, which passes the messages on to the police incident room.
- Reports by RWS' employees are received directly by the police incident room.
- When an incident room passes on a report to another incident room, the first incident room contacts the second one to confirm that they are aware of this action.

3.1.3 Types of incident

The nature of the incident determines the deployment of the emergency services. The following summary shows which emergency services should be deployed in which type of incident.

Type of incident	<i>Incident detection</i>	
	Always warn	Also warn
Accident	Police	Recovery service ²
Accident with injury	Police	CPA and recovery service ²
Unwell	Police	CPA
Accident with damage to road furniture or roadside	Police	RWS
Fire	Police	Fire brigade and recovery service ²
Trapped in vehicle	Police	Fire brigade, CPA and recovery service ²
Drowning	Police	Fire brigade, CPA and recovery service ²
Vehicle breakdown /technical support		ANWB incident room, perhaps police
Abandoned vehicles		(a national tow-away regulation is being drawn up)
Incidents with trucks	Police	Recovery service ² , independent STI expert, RWS, perhaps fire brigade and CPA
Incidents with hazardous materials	Police	Recovery service ² , independent STI expert, fire brigade, RWS, RVI ³ , perhaps CPA

The RWS is also deployed:

- To take traffic measures;
- To clean the road surface (environmental pollution);
- To repair immediately the road surface, roadside, furniture or structures.

3.2 LPR⁴

3.2.1 Processing

Reports received by the KLPD or the Regional Police are processed using the appropriate checklist. Immediately thereafter, the receiving incident room alerts the CMI. The information received by the Regional police is then shared with the KLPD incident room via a separate telephone line (national emergency network), including the location of the nearest Regional Police surveillance vehicle. The KLPD and the Regional Police ascertain whether a surveillance vehicle is nearby. The nearest surveillance vehicle is then deployed and directed by its own incident room⁵.

In addition, the ANWB incident room is informed of every incident by the acting incident room. This is a standard part of the IM measures.

² the recovery service is always alerted by CMI/CMV

³ RVI = Ministry of Transport/Inspection Agency (see appendix 4)

⁴ See appendix 1a.

⁵ Hereafter the report uses the term the 'acting incident room'.

Once the report has been processed, the KLPD and the Regional Police possess the same information, so when they direct their separate forces the same information is passed on. In any event, the following four facts are passed on, if known:

- Incident location;
- Number and type of vehicles involved;
- The traffic measures taken (e.g. road closure, number of closed lanes);
- Emergency services called in.

3.2.2 Direction

Depending on the nature and type of the incident, the acting incident room calls in the following emergency services:

- Ambulance (if necessary)
- Fire brigade (if necessary)
- CMI, who then calls in the district vehicle recovery company
- Police surveillance (regional or KLPD, depending on the proximity of patrol vehicles).

This is the case when no surveillance vehicle is yet present. When the incident is reported by a surveillance vehicle, no separate vehicle need be called in.

- District RWS (for damage to the road, road furniture or roadside, if necessary, to implement traffic measures and/or clean the carriageway).
- Motoring organisation. The acting incident room informs the ANWB incident room, which in turn calls in the ANWB. This is done on a voluntary basis.

As part of the LPR, a vehicle recovery company is sent to assess the incident on the basis of the assessment made by the police incident room where the report is *received*. The *acting* incident room sends the police to the incident site to assess the situation.

All parties involved in the procedure are to be informed about these lines of communication.

3.2.3 Tasks and authorisation at the incident site

Individuals' responsibilities within their own organisation are clear. In addition, agreements must be reached about the division of tasks and responsibilities when more than one emergency service is on site.

In dealing with incidents, the police take the leadership role, from start to finish. The only exceptions to this are the rescue of people and animals. The fire brigade or the CPA is responsible for that aspect of an incident operation. In that case, the police remain on site until all the emergency services have completed their tasks. The acting incident room plays a co-ordinating role in the communication between the parties involved.

For the handling of incidents by incident type, please see appendix 2.

3.2.4 Communication

The communication between the various emergency services is as follows:

Police incident room ⇒ Ambulance

The acting police incident room contacts the Central Ambulance Station (CPA) via the direct telephone line. The ambulance on site has a direct mobile phone connection with the CPA's incident room.

Police incident room ⇒ Fire brigade

The acting police incident room contacts the fire brigade via the direct telephone line. The fire brigade on site has a direct mobile phone connection with the fire brigade's incident room.

KLPD incident room ⇒ Regional Police

The Regional Police's incident room contacts the KLPD incident room via the direct telephone line, and vice versa. In addition, when necessary, the vehicles on site contact their own incident rooms.

Police incident room ⇒ District RWS

As part of the LPR, the District RWS is always alerted.

Police incident room ⇒ CMI

When the police decide to send a vehicle recovery company, the police incident room that received the report contacts the CMI via the telephone line.

KLPD incident room ⇒ Motoring organisation

The KLPD incident room has contact with the motoring organisation/ANWB incident room via the telephone or fax line. The ANWB patrolman on site has a direct mobile phone connection with his or her incident room.

CMI ⇒ Vehicle recovery company

The vehicle recovery company has a connection with the CMI. Any additional recovery vehicles deployed communicate directly with the CMI or the first recovery company.

3.3 LVR⁶

3.3.1. Processing

Reports received by the KLPD or the Regional Police are processed using the appropriate checklist. The information received by the Regional Police is then shared immediately with the KLPD incident room, including the location of the nearest Regional Police surveillance vehicle. If necessary, the incident room calls in the ambulance service and the fire brigade straight away.

The KLPD and the Regional Police establish whether a surveillance vehicle is nearby. The nearest surveillance vehicle is then deployed and directed by its own incident room. In addition, as part of IM, the receiving incident room contacts, if necessary, the incident rooms of the CPA, the fire brigade and the ANWB.

⁶ See appendix 1b.

Once the report has been processed, the KLPD and the Regional Police possess the same information, so when they direct their separate forces the same information is passed on. In any event, the following four facts are passed on, if known:

- Incident location;
- Number and type of vehicles involved;
- The traffic measures taken (e.g. road closure, number of closed lanes);
- Emergency services contacted.

The nearest surveillance vehicle is deployed by the police and directed by its own incident room. The surveillance vehicle takes stock of the situation on site and passes new information about the incident to the incident room. The incident room alerts the CMV. The CMV is given at least the following details:

- truck licence plate
- truck weight
- whether the truck is loaded and the weight of any load
- nature of the load
- position of the truck (on its side, on its wheels, in the ditch, etc.)

The CMV then calls in a recovery company. The CMV has a list of certified recovery companies in the region (district and immediate surroundings). Using this, it can call in the most appropriate recovery company in terms of location and equipment. If necessary, the CMV also alerts an independent STI expert.

If hazardous materials are involved, the incident room alerts the RVI (Ministry of Transport/Inspection Agency). In the event of a truck incident, the District RWS is always alerted.

3.3.2

Direction

Depending on the nature and type of the incident, the acting incident room calls in the following emergency services:

- Ambulance (if necessary).
- Fire brigade (if necessary).
- Heavy vehicle recovery company. As part of IM, the acting police incident room directs the heavy vehicle recovery company via the central incident room for truck recovery (CMV).
- The STI expert is also called in via the CMV.
Police surveillance (regional or KLPD, depending on the proximity of surveillance vehicles).
This is the case when no surveillance vehicle is yet present. When the incident is reported by a surveillance vehicle, no separate vehicle need be called in.
- District RWS.
- Ministry of Transport/Inspection Agency (RVI).

All parties involved are informed about these lines of communication.

3.3.3 Communication

The communication between the various emergency services is as follows:

Police incident room ⇒ Ambulance

The acting police incident room contacts the Central Ambulance Station (CPA) via the direct telephone line. The ambulance on site has a direct mobile phone connection with the CPA's incident room.

Police incident room ⇒ Fire brigade

The acting police incident room contacts the fire brigade via the direct telephone line. The fire brigade on site has a direct mobile phone connection with the fire brigade's incident room.

KLPD incident room ⇒ Regional Police

The Regional Police incident room contacts the KLPD incident room via the direct telephone line, and vice versa. In addition, when necessary, the vehicles on site contact their own incident rooms.

Police incident room ⇒ ⇒ District RWS

As part of the LVR, the District RWS is always alerted.

Police incident room ⇒ CMV

When the police decide to send a vehicle recovery company, the police incident room that received the report contacts the CMV via the telephone line.

KLPD incident room ⇒ Motoring organisation

The KLPD incident room has contact with the motoring organisation/ANWB incident room via the telephone or fax line. The ANWB patrolman on site has a direct mobile phone connection with his or her incident room.

CMV ⇒ Vehicle recovery company

The vehicle recovery company has a telephone connection with the CMV. Any additional recovery vehicles deployed communicate directly with the CMV or the first recovery company.

CMV ⇒ STE expert

The STI expert has a telephone connection with the CMV.

3.3.4 Tasks and authorisation at the incident site

An Incident Site Co-ordination Team (CTPI) is formed at the incident site. The CTPI takes the leadership role in dealing with incidents. The CTPI comprises representatives of the police, fire brigade, ambulance service and RWS. If hazardous materials are involved, the CTPI also includes a representative of the Ministry of Transport/Inspection Agency (RVI). In principle, the first individuals from the above-mentioned organisations to reach the incident site become the CTPI's members. The CTPI members are identifiable by their green vests. If upscaling is necessary, other people from these organisations can join the CTPI and put on a green vest. The STI experts and the vehicle recoverers are recognisable by their yellow vests.

The co-ordination team leads/co-ordinates the assistance and the handling of the accident. Decisions are taken on the assumption that the team members have equal status. The co-ordination team decides whether third parties should be called in and how the vehicle recovery should be handled. Regarding the latter, the CTPI accepts advice from the STI expert and the recovery company. The CTPI can decide to carry out a 'forced' recovery whereby the truck is pushed to the roadside as quickly as possible. In making such a decision the need to clear the road as quickly as possible (social interest) is weighed up against the value of the vehicle and its load (the individual interest of the carrier). The balance of interests is unique in each incident. It is not possible to establish criteria for this decision; it is more likely that these will be discovered in practice.

The acting incident room has a co-ordinating role in the communication between the parties involved.

4. Script

4.1 General

This chapter describes the actions to be taken following the report of an incident to which LPR and LVR respectively apply. The LPR incident is described first. Appendices 5 to 10 contain checklists of these actions for each organisation.

4.2 LPR script

4.2.1 Procedure following an incident report

Depending on the nature of the report (injured persons, fire, etc.) the police incident room will alert the fire brigade and ambulance service immediately. If traffic measures are necessary, RWS is alerted. If a vehicle recovery company may be required, the police incident room that receives the report also alerts the CMI Management. After that, the incident rooms of the Regional Police and the KLPD decide which police patrol can get to the incident site most quickly. The CMI contacts a vehicle recovery company straight away and requests first recovery.

On arriving at the incident site, the police patrol examines the incident site and feeds back details of the nature of the incident to the incident room. It is the first party to do this. The information gained in this way is used by the police incident room to inform the fire brigade, ambulance service and RWS in greater detail or to alert them for the first time. The police incident room also passes the licence plate number to the CMI, if this is known.

4.2.2 On-site action

The action on site can be divided into a number of phases:

- Securing the location;
- Rescue operation and/or helping the victims;
- Evidence-gathering and technical investigation;
- Clearing the road.

Securing the location

The incident site should be secured to prevent subsequent incidents and to ensure that emergency workers will be able to work in safety. The police take a leading role in this, and is supported and advised by RWS (incident information vehicles, traffic signalling and the like).

Rescue operation

Together with creating a safe incident site, rescuing the victims has the highest priority. This means that as soon as the ambulance arrives, the ambulance team takes a leading role.

The fire brigade is responsible for extinguishing the fire and rescuing people and animals.

Evidence-gathering and technical investigation

After and insofar as is possible, during, the rescue operation, the police can carry out the evidence-gathering and technical investigation. The purpose of this work is to maintain public order and to protect any evidence of an offence. In this phase, too, the police have a leading role.

Clearing the road

Clearing the road consists of three main activities, namely:

- recovery of the cars involved;
- cleaning the road surface;
- repairing the road surface and/or road furniture.

It is essential that the vehicle recovery company arrives on site quickly. The recovery company is asked to advise the best way to recover the cars involved. The recovery company may only start the recovery once it has been granted permission to do so by the police. The priority is to clear the carriageway and prevent the least possible additional damage being caused to the cars, road and road furniture. The recovery company takes the cars to the nearest safe place.

4.3 LVR script**4.3.1 Police incident room**

The incident room establishes the location and nature of the truck incident on the basis of the report. If necessary, the CPA and the Regional Fire Brigade are alerted. If hazardous materials are involved, the RVI is also called in. The police surveillance vehicles are directed by the incident room. The District RWS is informed. If the report contains sufficient information to call in the CMV, the CMV is called in. If not, further information from the police surveillance is awaited. After this, the incident rooms involved are informed and the incident room calls in any other emergency services that may be required.

4.3.2 Police patrol

In principle, the police patrol follows standard procedure at the incident site. The route by which the emergency services arrive as well as the safety measures to be taken are stipulated by the police. The patrol also finds out as quickly as possible the nature of the load the truck was carrying – by asking the driver, reading the waybill or carrying out an inspection.

4.3.3 Vehicle recovery companies

The deployment of the heavy recovery company is actioned by the acting police incident room via the CMV, once police surveillance has examined the incident site. In some cases, the CMV will be able to state the materials the recovery company will need to bring to the site; in other cases the CMV will first need to get feedback from a 'scout' sent by car to the incident site to find out more details. Together with the STI expert, the recovery company advises the CTPI about the best way to carry out the recovery.

4.3.4 Fire brigade

The fire brigade is called in via the incident room of the regional Emergency Centre. Agreements exist amongst the fire brigades involved about the boundaries of their sectors. On site, the fire brigade becomes part of the CTPI.

4.3.5 Ambulance

The ambulance is called in via the CPA incident room. On site, the CPA becomes part of the CTPI.

4.3.6 RWS

The district RWS concerned will be called in via the police incident room. Immediately after the first report by the police, the calamity co-ordinator is alerted and goes at once to the site. In consultation with the police, the traffic safety measures that must be taken are determined. As part of the CTPI, one thing RWS certainly takes care of is the cleaning of the road surface. In addition, RWS represents the interests of those who wish the road to be cleared.

4.3.7 STI expert

The STI expert is called in by the CMV. This individual may be an expert in vehicles, load or the environment. If hazardous materials are involved or damage to the environment is suspected, the RVI is also alerted and it too sends an expert.

The STI expert goes at once to the site via the advised route. The STI expert's journey time must be no more than 30 minutes. Together with the recovery company, the STI expert advises the CTPI (if necessary, by phone) about the best way to carry out the vehicle recovery and to clean the road surface.

5. Evaluation

When implementing incident management it must be ascertained whether the proposed IM measures are being applied correctly. An analysis of the sequence of actions is one way of doing this. This entails evaluating whether the various actions were carried out at the right time. This requires information about the alert, arrival and action times of all the emergency service workers involved. This will clarify, for example, whether the parties involved were deployed at the right time.

The times of the various emergency service workers can be asked for after exceptional incidents and at random with a view to understanding how an incident progressed. It is therefore important that the *alert, arrival and action times* of every emergency service worker be recorded.

As important as an evaluation of how things went in general (times etc) is the evaluation held as soon as the incident is over. All the various emergency service workers involved can be invited to exchange experiences and to identify any shortcomings related to actions carried out, such as approach and each other's performance. New agreements can be made to prevent any problems from recurring.

6. Administrative procedures

The administrative procedures for an incident are broadly sketched below.

6.1 LPR

The most important cornerstone of the administrative procedure is the guarantee that the costs of the fruitless journeys made by the appointed vehicle recovery companies are paid for by CMI, where costs are rightly declared. This means that recovery companies need not worry about the financial handling of the fruitless journeys and are thus able to travel to the incident site immediately when alerted by the CMI.

6.2 LVR⁷

The first cornerstone of the administrative procedure is the guarantee that the costs of vehicle recovery companies, STI experts and/or other appointed companies are paid for by CMV, where costs are rightly declared. This means that these companies need not worry about the financial handling of the fruitless journeys and are thus able to travel to the incident site immediately when alerted by the CMV.

The second cornerstone of the administrative procedure is the ability of the various parties (owner, insurer and RWS) to check the quality and costs of the services supplied. One aim of the administrative process should be to ensure that this is possible. This checking takes place both in advance and after the event. Checking in advance can involve, for example, making tariff agreements, the use of scripts and ensuring that vehicle recovery companies and STI experts are qualified. Subsequent checking can use such tools as reporting and the presence of the STI expert at complex incidents.

⁷ See appendix 1c1 and appendix 1c2.

7. Area information

7.1 Area limits

The following stretches of road fall within the incident management area:

- E.g.: A6 from km 80.0 up to km 112.5

The area is indicated on the following map together with all its junctions and intersections.

Map

7.2 Descriptive Positioning System (BPS)

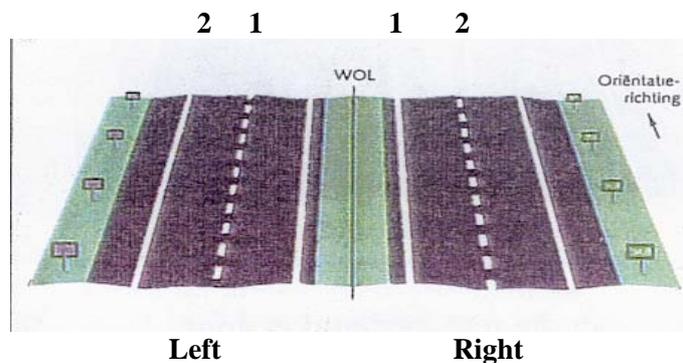
Rapid assistance requires that the emergency service workers are given the exact incident location. An improved location positioning system was recently introduced on Dutch trunk roads.

Hectometre posts with additional information about Dutch trunk roads and other roads create a unique system for coding a location on a road, a prerequisite for providing good and rapid assistance.

BPS Method.

Establish the:

- 1 type of carriageway (main lane/parallel lane)
- 2 Road Orientation Line (WOL) (usually the central reservation)
- 3 position of the lane with regard to the WOL (left, right, with your back to the road's zero point)
- 4 position of the lane(s) (1, 2, 3, 4, etc., always with regard to the central reservation.)



Extra information about parts of cloverleaves, parallel lanes and slip roads is given on the hectometre posts.

Detailed information regarding B.P.S is available in the folder *Descriptive Positioning System*. This can be downloaded via www.incidentmanagement.nl

7.3 Organisations involved

In the event of an incident on the stretches of road shown, the following emergency services can be summoned via their incident rooms:

- RWS
 - The local RWS district concerned.
- Police
 - Communication Centre of the National Police Force at Driebergen.
 - Regional police’s incident room (may be subdivided into districts).
- Fire brigade
 - Regional Fire Brigade’s incident room.
- Ambulance
 - Incident room of the Central Ambulance Station.
- Recovery companies
 - Recovery companies involved are called in via the CMI/CMV at Apeldoorn.

7.4 Sectors served by the parties

Whereas the CMI/CMV carries out its tasks for all incidents that fall within the scope of the regulations, most parties involved in incident management (KLPD, Regional Police, fire brigade, the CPA, RWS and recovery companies) have limited responsibility. The boundaries of the various sectors they serve are outlined below. The areas outlined are only those that are relevant to incident management.

KLPD

The KLPD does not patrol the stretches of road that come under the management of the local RWS district concerned unless requested to do so by the Regional Police.

Regional Police

The sector served by the [state the region] Regional Police includes the following stretches of road:

District A

Road	Hectometre

District B

Road	Hectometre

District C

Road	Hectometre

Fire brigade

The sector served by the [state the region] Regional Fire Brigade includes the following stretches of road:

Road	Hectometre

CPA

The sector served by the CPA [state the region] includes the following stretches of road:

Road	Hectometre

7.5

Tow-away sites

Incident management requires that vehicles are removed from the carriageway or roadside as soon as possible. If the IM procedure has been put into operation, the vehicles in question will be towed at the request of the police to the nearest tow-away site. Given the high level of traffic, the temporary placing of vehicles on the hard shoulder in preparation for towing could lead to traffic flow problems on the main carriageway and create traffic jams.

In very occasional cases (LPR) as well as in frequent cases (LVR) vehicle breakdowns that occur on the hard shoulder can also be treated as IM incidents. This is appropriate when the breakdown disrupts the flow of traffic on the carriageway, for example when a jam forms as people stop to stare at a smoking engine or a car stranded in a dangerous place. The necessity of implementing the IM procedure is examined by the police incident room that receives the incident report on a case-by-case basis.

The tow-away sites include the following locations:

- **E.g.: A6 from km 44.2 to km 77.0 (=km. 80.0)**
 HRR service area Lepelaar km 67.0
 HRL service area Aalscholver km 68.0

Etc.

7.6 Telephone numbers

The various organisations can be reached at the following telephone numbers

Organisation	Telephone number
RWS district ...	
KLPD incident room	
[Region] Regional Police incident room	
[Region] Regional Fire Brigade incident room	
CPA incident room	
CMI Management	Via own direct line (for Regional Police and KLPD)
CMV	055 5775 020 (for Regional Police and KLPD)

7.7 Addresses of organisations involved

RWS

- District ...

Police

- National Police Force (KLPD)
Department ...
- Regional Police

Fire brigade

- ... Regional Fire Brigade

Ambulance Service

- Central Ambulance Station ...

Central Incident Room Management (CMI)

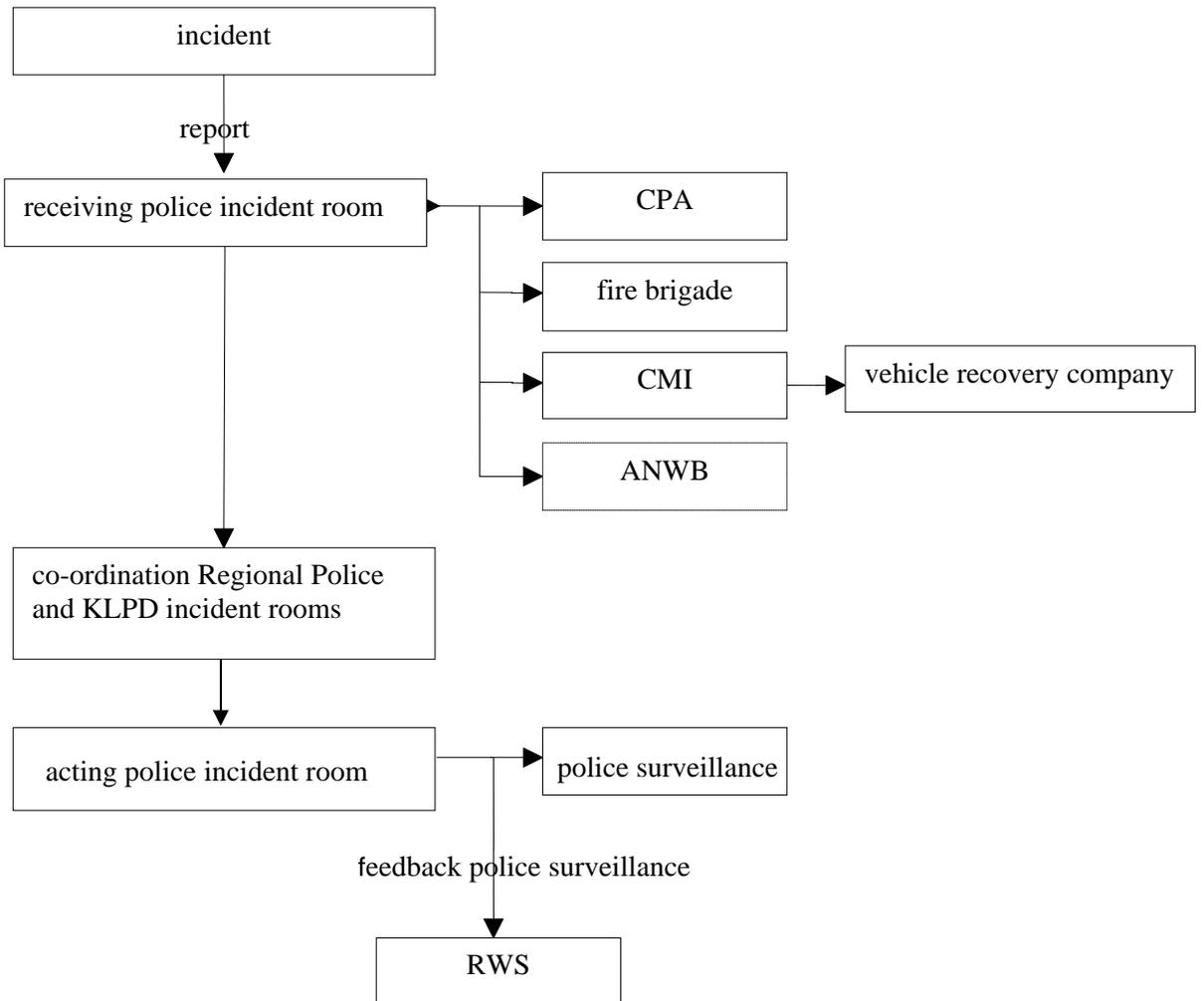
Central Incident Room for Truck Recovery (CMV)

PO Box 361
7300 HA Apeldoorn
C/o. Verzekeraarshulpdienst
Rustenburgstraat 11-15
7311 JH Apeldoorn
Telephone: 055-5813100
Fax: 055-5813109

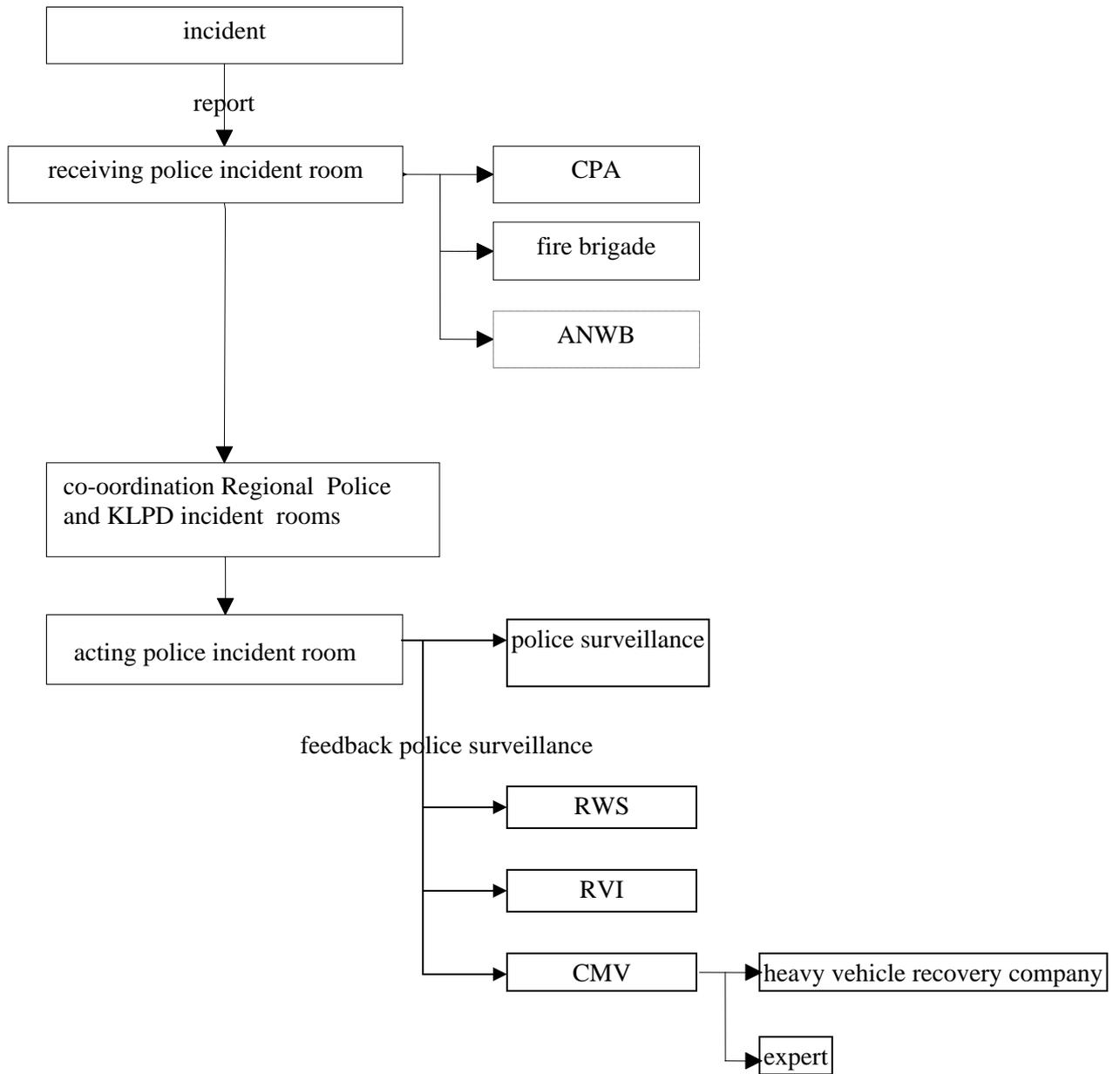
Appendices

Appendix 1a

LPR Procedure flow diagram



Appendix 1b LVR Procedure flow diagram



Appendix 2 Approach per type of incident

Accident without injury

The police are called in by its own incident room. The decentralised vehicle recovery company is called in by the incident room via the CMI. If a heavy recovery company is required, the CMV calls one in. The police also take the necessary traffic measures, for example the closure of a lane. RWS should always be informed. RWS can be deployed when traffic measures are imposed and when road works to facilitate this are carried out. If necessary, the police can summon extra recovery companies via the CMI/CMV. The police manage the other aspects of the incident via the acting incident room.

Accident with injury

Depending on the nature of the incident, the police call in the ambulance service and the fire brigade. The fire brigade and/or ambulance is deployed by the police incident room following feedback from the police on site, or immediately following the initial receipt of the report from the RWS traffic control centre or a police patrol.

The incident room receiving the report deploys the decentralised vehicle recovery company, for heavy vehicles if necessary, via the CMI or the CMV. The police set up traffic measures as required. If necessary, the police can deploy extra vehicle recovery companies via the CMI/CMV. The police are in charge and ensure good communication between the incident rooms of the emergency services involved.

Unwell

When a person becomes unwell, the police officers present at the incident always summon an ambulance, via the police incident room. If the person who has become unwell is also the driver and the vehicle cannot continue on its way due to damage, the police incident room alerts the CMI or CMV, which then summons the appropriate vehicle recovery company. If the report is received by the ANWB incident room via an emergency telephone, the ANWB follows its standard procedure.

Fire

When a report is received about an incident involving fire, the fire brigade is summoned at once. If there are victims, the police incident room summons an ambulance. Via the CMI or CMV, the police incident room calls in the decentralised vehicle recovery company, for heavy vehicles if necessary, to tow away the vehicles. If lanes must be closed, the police call the RWS traffic control centre or implement their own traffic measures. If necessary, the police can deploy extra vehicle recovery companies via the CMI/CMV.

Trapped

The fire brigade and the ambulance are summoned by the receiving incident room when sufficient information indicating the need for them has been received. If the

police patrol at the site discovers a trapped person, it alerts the acting incident room, which in turn sends the ambulance and the fire brigade.

It is the fire brigade's task to free the vehicle occupant(s), while the ambulance personnel stabilise, care for and transport any victims.

Via the CMI or CMV, the police incident room calls in the decentralised vehicle recovery company, for heavy vehicles if necessary, to tow away the vehicles. If necessary, the police can deploy extra vehicle recovery companies via the CMI/CMV.

Drowning

The fire brigade and the ambulance are summoned by the receiving incident room when sufficient information indicating the need for them has been received. On discovering a drowning individual at the site, the police patrol alerts the acting incident room, which in turn sends the ambulance and the fire brigade. Via the CMI or CMV, the police incident room calls in the necessary vehicle recovery company to tow away any vehicles that have landed in the water.

Incidents with hazardous materials

When an incident involving hazardous materials occurs, the fire brigade is called in at once. If the load must be pumped to another vehicle, the police procure the necessary vehicle via the police incident room. Via the CMI or CMV, the police incident room calls in the decentralised vehicle recovery company, for heavy vehicles if necessary, to tow away the vehicles. If lanes must be closed, the incident room summons the RWS or takes traffic measures itself. If necessary, the police can deploy extra vehicle recovery companies via the CMI/CMV.

Incident with trucks

When an incident involving a truck occurs, a heavy vehicle recovery company is always summoned via the CMV. If necessary, an STI expert can also be called in. The acting incident room actions this. If it appears that the vehicle recovery company is not carrying the necessary equipment, another one can be called in via the incident room and the CMV.

Vehicle breakdown/technical support on the carriageway

In the event of a vehicle breakdown or when technical support is all that is needed on the carriageway and the report is received via an emergency telephone, the only service that is called out is a motoring organisation (ANWB). When the vehicle in question cannot be driven, a vehicle recovery company is summoned via the police and the CMI. This also applies to stranded trucks on the hard shoulder, except that then the CMV is informed instead of the CMI. The first action is to remove the disabled car from the carriageway. The incident can then be handled in the usual manner (repair, completion of formalities, etc.). If the car in question is covered by someone's membership of a motoring organisation, that organisation arranges the transport. At locations with an elevated risk, the decision may be taken to remove the vehicle to a tow-away site.

Abandoned vehicles

Vehicles are towed in accordance with the existing national regulation.

Vehicle sheds its load

National agreements based on the truck regulations are also being made to cover this eventuality. When small amounts are involved or the incident is small-scale, the RWS is in principle the contact point.

Appendix 3 Possible additional measures

Table 1 Technical measures

MEASURE	EXPLANATION
INCIDENT DETECTION and REPORTING	
Greater use of traffic observation	Information from traffic observation about speed and intensity on stretches of road can identify sites where accident traffic jams occur. This can be an extra source of information in incident detection.
Expansion of ANWB network of emergency telephones	Expanding the network can lead to the earlier reporting of incidents.
Camera surveillance on heavily used stretches of road and those stretches of road, junctions and intersections that are susceptible to accidents and traffic jams	Camera surveillance at particular locations can lead to the earlier detection of incidents. The cameras are operated by the regional traffic management centre.
More information on hectometre posts	Already implemented.
PROCESSING INCIDENT INFORMATION	
IM co-ordinator in Traffic Management Centre	If the entire IM process is handled by one organisation, a certain routine is built up, which can lead to the improved and more rapid handling of incidents.
DIRECTING EMERGENCY SERVICES	
GPS (Global Positioning System)	Equipping police patrol vehicles with a satellite positioning system allows their exact positions to be monitored. This improves their deployment by incident rooms. The Utrecht pilot revealed that this step increases costs and unleashes acceptance problems. As well as the police (regional and KLPD), other emergency services could be equipped with the system. This would enable their more rapid deployment.
Double police patrol	Increasing the number of police patrols has a favourable effect on traffic behaviour and the speed of traffic flow. It also has a preventive effect and enables the police to get to the incident site more quickly.
LPR	Already implemented.
LVR	Already implemented.
Deployment of special teams	Special teams can be called on for small-scale incidents (the large majority of all incidents). These teams can be on stand-by, enabling them to get to the site quickly, and can be specially equipped for each incident so that no other emergency services are required.

Crossing points in central reservation	Adding crossing points to the central crash barrier at strategic places enables emergency service workers to get to the site more quickly and gives them a greater range of access routes.
Approach from two directions	Having the emergency services approach the incident site from both directions of the carriageway in two vehicles prevents them from missing the site through miscommunication.
MEASURE	EXPLANATION
ON-SITE EMERGENCY HELP	
Emergency service access roads	Normal access routes can become blocked during incidents. Making special access routes for the emergency services can ensure that they still reach the site quickly.
Mobile lane signalling	On stretches of road without traffic signalling, mobile lane signalling can improve traffic guidance.
Motorcycle Ambulance Service	When stretches of road have poor accessibility due to the absence of a hard shoulder or frequent jams on the surrounding road network, a motorcycle ambulance service can offer a solution.
Screens in central reservation	Many jams on the opposing carriageway are caused by rubbernecks. A screen in the central reservation can hide the incident from view and prevent this phenomenon.
Improved designation of commanding officers (LVR)	Already implemented.

Table 2 Organisations measures

MEASURE	EXPLANATION
INCIDENT DETECTION and REPORTING	
The inclusion of incident management in driving lessons	In future, drivers will be better prepared to report incidents; valuable information won't be lost. This will apply to both those directly involved and passers-by.
The education of road users about reporting incidents	Education can encourage people to report incidents earlier and can increase the quality of information offered.
Improved contact between KLPD and Regional Police's incident rooms	Direct communication about the availability of surveillance vehicles, the location of the incident and other incident details can considerably reduce the police arrival time.
The expansion or modification of the Regional Police's incident room questionnaire	The KLPD incident room uses a detailed questionnaire when making IM reports. This questionnaire can be passed to the regional

incident room to ensure that all parties are informed as best as possible.

PROCESSING INCIDENT INFORMATION

IM co-ordinator in Traffic Management Centre
 If the entire IM process is handled by one person, a certain routine is built up, which can lead to the improved and more rapid handling of incidents.

DIRECTING EMERGENCY SERVICES

Quicker handling of breakdowns by the ANWB
 Vehicle breakdowns at 'critical' locations could be handled away from the carriageway.

Deployment of ANWB at incidents
 Until now, the ANWB has focused primarily on breakdowns. Whether the ANWB's portfolio can be broadened should be examined.

Authorisation for RWS or other emergency services to tow on stretches of road with road works
 Incidents can occur on stretches of road where road works are being carried out. Giving RWS or other third parties the authority to recover vehicles on these stretches of road would accelerate the incident handling. Must be looked at more closely.

ON-SITE EMERGENCY HELP

Introduction of criteria for vehicle recovery companies
 The RWS could draw up criteria for vehicle recovery companies regarding authorisation, arrival times and routes, etc., which in turn could influence the demarcation of the recovery companies' territory.

Emergency service workers to be more recognisable
 Good agreements about the recognisability of people in command can prevent misunderstandings.

Appendix 4 Instructions for police incident room

Step-by-step the police incident room (Regional Police or KLPD) carries out the tasks below.

LPR (incident without trucks)

1. Establish the location and nature of the incident based on the report (according to standard questioning procedure).
2. If necessary, alert (based on step 1):
 - a. CPA
 - b. Regional Fire Brigade

Always warn:

- a. The 'other' police incident room (Regional Police or KLPD). Agree which police patrol is closest to the incident site. Then send this patrol there or pass the initiative to the 'other' incident room, if the patrol in question is theirs.
 - b. CMI (alarm: via own line) and inform them (if possible) about:
 - Vehicle licence plate number(s);
 - The position (on its side, wheels, in ditch, etc.);
 - Agree (if possible) the best approach route for recovery companies, CPA, RWS, etc.
3. Wait until the police patrol has arrived at the incident site. Then:
 - a. Wait for further information from the police patrol about the nature of the incident.
 - b. Inform other emergency services (fire brigade, CPA and RVI of the exact location and the situation there).
 - c. Inform (the traffic control centre of) the RWS and ANWB.
 - d. Alert, if necessary, the Technical Accident Services (TOD).

LVR (incident with trucks)

1. Establish the location and nature of the truck incident based on the report (according to standard questioning procedure).
2. If necessary, alert (based on step 1):
 - a. CPA
 - b. Regional Fire Brigade
 - c. For hazardous materials, RVI (also if just a part of the load is hazardous)

Always warn:

- a. The 'other' police incident room (Regional Police or KLPD). Agree which police patrol is closest to the incident site. Then send this patrol there or pass the initiative to the 'other' incident room, if the patrol in question is theirs.
3. Wait until the police patrol has arrived at the incident site. Then:

- a. Wait for further information from the police patrol about the nature of the incident.
- b. Call the CMV if necessary (alarm: 055-5775020) and inform them about the following for each truck involved:
 - The truck licence plate number;
 - The weight of the truck;
 - Whether the truck is loaded (may also communicate the weight of the load);
 - Nature of the load (hazardous materials etc.);
 - The position of the truck (on its side, wheels, in ditch, etc);
 - Agree (if possible) the best approach route.
- c. Inform other emergency services (fire brigade, CPA and RVI of the exact location and the situation there).
- d. Inform (the traffic control centre of) the RWS and ANWB.
- e. Alert, if necessary, the Technical Accident Services.

Appendix 5 Instructions for the police patrol

As well as carrying out the standard procedures on site, the police patrol is expected to perform the following five steps when a truck is involved in the incident.

1. In truck incidents, the first member of the police patrol to arrive joins the Incident Site Co-ordination Team (CTPI). This individual wears a green vest bearing the word 'police'. This individual is the contact point for all police activities and consults with the commanding officers of the other emergency services.
2. Report, *if appropriate*, as quickly as possible to the incident room *that the Technical Accident Services must come to the site*. This can prevent delays later.
3. Report as quickly as possible to the incident room *the best approach route* for other emergency services. Give as complete a description as possible of the incident so that the appropriate emergency services may be informed, vehicle recovery companies, CPA, RWS, etc.
4. Report as quickly as possible to the incident room which traffic safety measures must be taken. This will enable the incident room to alert (the traffic control centre of) the RWS quickly and request the deployment of traffic signalling, incident information vehicles, etc.
5. Regarding the truck's load:
 - Ask the driver, if possible, what he's carrying.
 - If this isn't possible, check the freight documents. Do not jeopardise your own safety.
 - If hazardous materials may be involved, even just a small quantity, tell the incident room so that the necessary emergency services may be alerted. In practice, small amounts of hazardous materials (e.g. a small barrel) is often found amongst the load. *In such cases, the signs indicating hazardous materials are not usually on the outside of the truck but on the load itself.*

Appendix 6 Instruction for CMI/CMV

Instructions for CMI:

1. Based on the police report:
Select the local vehicle recovery company and send him to the site.
2. If possible, inform the alarm service concerned or the owner/keeper about the incident. Agree with them continuation transport.

NB:

In all cases, pass on any agreements made with the police about the best approach route. Record the time and content of all contact with emergency services. Note the time of all activities.

Instructions for CMV:

1. Based on the police report:
 - a. Select the nearest or most suitable vehicle recovery company and alert him. The report filed will generally tend to be correct because the CMV is only contacted once a police patrol has seen the incident site.
 - b. If necessary, alert an STI expert. At the request of an STI expert, the help of an environmental expert is called in via the CMV if hazardous materials are present.
2. When the STI expert arrives, he or she gives the CMV any additional information at once. In consultation with any 'scout' sent by the vehicle recovery company, the STI expert can also identify any extra equipment that may be necessary.
 - a. Pass this information to the vehicle recovery company and give the sign to 'drive'.
 - b. Alert, if necessary, companies with extra equipment (extending cranes, refrigerated trucks, pump installations etc.).
 - c. Alert, if necessary, an extra STI expert (environmental, load and/or truck).
3. As long as the STI expert has not yet arrived on site, the CMV will actively ensure the completion of the desired information (see checklist).
 - a. Seek contact with the vehicle recovery company.
 - b. Seek contact with the police incident room (if possible the police on site).
4. Maintain active contact with the STI expert, recovery company and/or police in order to establish whether any other matters need to be taken care of.
5. If possible, inform the owner/keeper and/or insurer(s) about the incident. Agree with them continuation transport.

NB:

In all cases, pass on any agreements made with the police about the best approach route. Record the time and content of all contact with emergency services. Note the time of all activities.

Appendix 7 Instructions for RWS

Operator centre

1. Always alert immediately the calamity co-ordinator of the district and if the first police report warrants it, send the co-ordinator to the incident site. If possible, establish whether traffic signalling or incident information vehicles are required. The police may have already discovered this.
2. If the first police report does not include sufficient information, and if the district's own calamity co-ordinator is not yet on site, wait for a second police report. If you have heard nothing after 15 minutes, contact the police yourself.
 - Ask exactly what is required of RWS for traffic safety, such as traffic signalling (what and where), incident information vehicles.

Calamity co-ordinator on site

1. Go to the commanding police officer and together determine the actions RWS must take regarding traffic safety (traffic signalling, incident information vehicles, etc.). If necessary, pass this information to the operator in the centre.

Incidents involving trucks

2. Join the Incident Site Co-ordination Team (CTPI) and pose the question in the CTPI of whether any outstanding issues regarding the cleaning of the road surface need to be organised. If so, do this yourself with the STI expert. When choosing a recovery method, ensure the consequences for traffic (major jam) are understood by the CTPI.
3. The calamity co-ordinator should weigh up the various methods of vehicle recovery with the CTPI. Following agreement in the CTPI and consultation with a specially assigned member of the district management team, the calamity co-ordinator then gives the order to recover the vehicle to the vehicle recovery company.

Appendix 8 Instructions for the recovery company

The vehicle recovery company is requested to pay attention to the following matters:

1. Based on the first CMI or CMV report, you will do one of two things:
 - a. Go to the incident site with the requested equipment.
 - b. Go the incident site as a 'scout' in a car. At this stage, alert the people you will summon to the site. Once at the site, assess the situation and tell them what equipment to bring.
2. Once at the site with the requested material following the detailed CMI/CMV report, assess the situation. If the journey is fruitless (you are not required at the site or are recalled) inform the CMI or CMV and return to base.
3. If your presence is indeed useful, on arriving at the site inform the CMI or CMV about the situation. If the police are not yet on site, wait for them before starting the vehicle recovery. In the meantime, the recovery can be prepared and/or care can be taken of any vehicle passengers.
4. At small-scale incidents (no trucks involved), the vehicle recovery should be carried out under police guidance. At truck incidents, the vehicle recovery company advises the Incident Site Co-ordination Team (CTPI) and together with the STI expert decides the best recovery strategy. The vehicle recovery company should wear a yellow vest bearing the word 'recovery company'. If extra material is required, the recovery company, the STI expert and the CMV procure it jointly as quickly as possible.
5. Once the recovery has been performed, contact the CMI or the CMV about the follow-up actions (where should the vehicle be towed to or stored).

Appendix 9 Instruction for the STI expert

The STI expert should note the following points:

1. Following the CMV report, go to the site as quickly as possible. Contact the CMV to find out the best route to the site.
2. Using a detailed CMV report, if available, decide with the CMV the recovery equipment (and any extra equipment) that must be sent to the site.
3. On arrival at the site:
 - a. Contact the Incident Site Co-ordination Team (CTPI) and together with the CTPI and the vehicle recovery company investigate the best method of recovery and how to clean the road surface. The STI expert should wear a yellow vest bearing the letters 'STI'.
 - b. Contact the CMV, inform the CMV of the chosen recovery method and the situation in general using the checklist. If additional equipment is required, work with the vehicle recovery company and CMV to ensure that this is on site as quickly as possible.
 - c. Determine the residual value of the vehicle and the load and advise the CTPI about the various recovery options.
 - d. Write a report of the situation, take photos and describe the activities.
4. Submit your report to the CMV.