JOPS

A JOINT OPERATIONS POLICY STATEMENT

Prepared and agreed by the

Washington State Department of Transportation

The Washington State Patrol, and

The Washington Fire Chiefs

2018

Foreword

This Joint Operations Policy Statement (JOPS) documents the joint policy positions between the Washington State Patrol (WSP), the Washington State Department of Transportation (WSDOT), and the Washington Fire Chief (WFC) regarding issues of mutual interest in the safe and efficient operations of Washington State Highways and the Washington State Ferries.

This policy will be reviewed biennially at the joint JOPS and Operations Coordination meeting. In advance of that meeting, all parties will survey internally to identify accomplishments and recommended changes to this document, which will be reported at the meeting.

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John Batiste, Chief, Washington State Patrol

Signed this Day November 29, 2018

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Roger Millar, Secretary, Washington State Department of Transportation

Signed this Day November 29, 2018

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Keith Wright, President, Washington Fire Chiefs

Signed this Day November 29, 2018

This policy statement as dated above supersedes all previous versions.

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A Joint Operations Policy Statement

1. Introduction

The state's transportation system provides for the mobility of people and goods for the state's population of 7.2 million residents. The infrastructure consists of over 20,000 lane miles of state highways which carry over 90 million vehicle miles traveled each day. Highways and bridges are key elements of the transportation infrastructure, but it also includes other roads, airports, marine ports, railroads, bicycle and pedestrian facilities, ferry and transit systems.

The WSDOT, WSP, and the WFCs have long recognized their joint responsibilities for enhancing the safety and security of our transportation systems. The WSP is responsible for traffic law enforcement, collision investigation, enforcement of federal motor carrier regulations, and motorist assistance on Washington State's highways. WSDOT supports WSP with these and other operations through a wide range of activities and facilities varying from Traffic Incident Management (TIM) to disaster response, winter operations and transportation security, among others.

In 1999, management in the agencies jointly developed this JOPS Policy Agreement to delineate responsibilities and state policy as guidance for future collaboration. The agencies have successfully used the JOPS Agreement to enhance their collaborative relationship and refine performance measures.

The following is a 2018 edition of the JOPS Agreement, updating best practices and incorporating lessons learned from nineteen years of an intense collaborative process designed to increase performance and benefit the citizens of Washington State.

2. Data Sharing and Performance Reporting

A. Data Sharing

Background: The WSDOT and WSP intend to coordinate and share information needed to facilitate joint operations of state highways. This includes:

- Computer Aided Dispatch (CAD) access and user training
- Real time traffic flow, road, collision, and weather information
- Video from traffic monitoring cameras
- Video road inventories, like *SR View*
- Speed data
- Geo-spatial data, including interchange drawings
- Performance Management: data, analysis, evaluation and reporting
- Statewide Collision Data
- Washington Incident Tracking System (WITS) data
- Fleet AVL data
- Connected vehicle data

Objective: WSP and WSDOT will create guidelines, use protocols and standards for data sharing as needed, such as:

- Data content and formatting
- Common terms and definitions
- Data documentation and meta-data
- Data collection
- Data accuracy
- Data update cycles
- Third party data

- Provide assistance in translating data across the different agencies' systems
- Performance measures
- Review and update methodology
- Document procedures
- Evaluate feasibility to participate in open data initiative

Policy: Available data will be shared between agencies at the same cost as if the data were being shared between programs within the same agency. (Cost recovery data will be shared at the same rate). When needed, a Memorandum of Understanding will be used to document the sharing of information.

Roles and Responsibilities:

WSDOT Responsibilities:
- Provide access to collision data, Washington Incident Tracking System (WITS) data, and data and video collected from its Traffic Management Centers (TMC) on an as needed basis.
- Act as lead for GIS technology and data for CALs and CACs, providing vehicle volume and speed data

WSDOT Lead: State ITS Operations Engineer

WSP Responsibilities:
- Provide data and reports related to traffic congestion and public and highway safety on an as needed basis;
- Use and analyze WSP and WSDOT data in determining locations and types of highway safety problem areas; and determine the effectiveness of enforcement and other response to those problem areas;

WSP Lead: Field Operations Bureau Headquarters

Joint Agency Responsibilities:
- Identify opportunities to share data benefiting the operations of each other's agency;
- Establish formal protocols for sharing real-time operations data, such as CAD, video traffic camera monitoring and crash and traveler information (WSDOT's ROADS system);
- Improve reporting and tracking of road closures by sharing data and performance measures;
- Work cooperatively to reach consensus on those areas in conflict.
- Coordinate and schedule meetings to accomplish action items.

Actions: The agencies will continue to collaborate closely to:
- Improve the ability to link data between the WITS with CAD systems;
- Provide data needed for Results Washington - WSP's Strategic Assistance Forum (SAF) and WSDOT's Gray Notebook (GNB) and other similar performance reporting needs.
- Share data in order to improve coordination for safety efforts and implement the Target Zero Strategic Highway Safety Plan.

Both agencies will continue to develop and refine reports needed for existing or new programs (i.e., Over 90 Blocking, Major Incident Tow (MIT), Instant Tow Dispatch, etc.).

Measures of Performance/Reporting: Based on agency priorities and appropriate protocols, WSP/WSDOT Executive Managers will meet formally on at least an annual basis to strengthen and facilitate their data sharing capabilities. A summary report will be issued at the end of the WSDOT/WSP Annual Meeting.

Time Line: This policy will be in place when JOPS receives final approval by both agencies.

Reference: Quarterly reports of Results WA, WSP's SAF and WSDOT's GNB.

B. *Performance Reporting*

Background: WSP and WSDOT work closely together to ensure that the state highway network is operating safely, effectively and efficiently by coordinating activities which help reduce delay and congestion.

Objective: Provide a coordinated effort to report on the impact of operational and enforcement strategies aimed at effective, efficient and safe operations of the road network.

Policy: It is the policy of WSP and WSDOT to regularly report on the efforts the agencies undertake on their own as well as collectively to improve safety and mobility on the roadway network.

Roles and Responsibilities:

> *WSDOT Responsibilities:* Coordinate annual and quarterly performance reporting with WSP.
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> > **WSDOT Lead: Director of Transportation Safety and Systems Analysis**
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> *WSP Responsibilities:* Coordinate annual and quarterly performance reporting with WSDOT
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> > **WSP Lead: Government and Media Relations Commander**
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> *Joint Agency Responsibilities*: Each agency will coordinate with the other on all public information that mentions both agencies related to performance reporting.

Action: WSDOT and WSP will work together to develop and report on performance measures which provide insight on the actions the agencies take to improve transportation.

Measures of Performance/Reporting: WSDOT and WSP will work together to determine the performance measures, analysis methods, evaluation needs and reporting requirements. Performance reporting will be coordinated.

Time Line: This policy will be in place upon inclusion in JOPS. Coordinated performance reporting will be determined within one year of the inclusion of the policy within JOPS.

3. Coordinated Public Communication

Background: Communicating coordinated, timely and accurate traffic information allows the public to make informed decisions about their travel and safety, and provides both agencies the opportunity to coordinate their activities.

Objective: Provide coordinated public outreach and informational messages on issues that affect both agencies and/or their customers. Issues include but are not limited to highway incidents, winter driving conditions, work zone safety, cable barrier, AMBER Alerts, Blue and Silver Alerts, and safety programs.

Policy: It is the policy of WSP and WSDOT to share timely information about road conditions and coordinate messaging to the public. Each agency will coordinate with the other on any messaging affecting both agencies prior to releasing the information.

Roles and Responsibilities:

> *WSDOT Responsibilities:* Communicate travel information, alerts, road conditions, and safety messages through TMCs, Washington State Ferries (WSF) Operations Center, and Communication Consultants. Mediums used include Highway Advisory Radios (HAR), Variable Message Signs (VMS), the internet, social media, the 511 Phone System, and authorized media outlets.
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> > **WSDOT Lead: Communications Director**
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> *WSP Responsibilities:* Provide road and travel information by referring citizens to the WSDOT Web site, the 511 Phone System, WSP's District Communications Centers, and Communication Consultants. WSP will provide the WSDOT's TMCs with accurate and timely information on the status of emergency responses and traffic and road conditions.
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> > **WSP Lead: Government and Media Relations Commander**

Washington Fire Chiefs: Work collaboratively with WSP and WSDOT to identify joint interests and best practices for coordinated communication efforts.

WFC Lead: WFC President

Joint Agency Responsibilities: Coordinate any public messages that mention WFC, WSP and or WSDOT.

Actions:

- WSDOT and WSP will each seek input from the other agency in developing and updating statewide standard operating guidelines for travel information systems, such as HAR, VMS, 511, AMBER Alert and the web. The agencies will also develop and update standard guidelines for public information dissemination.
- WSDOT will work with the Washington Fire Chiefs and coordinate with WSP to develop guidelines, consistent with WSDOT's VMS and HAR use policies, on the use of WSDOT's Variable Message Signs (VMS) and Highway Advisory Radios (HAR) to support information about wildland fires.

Measures of Performance/Reporting: For real time traffic, travel and road conditions, the public should be notified within 10 minutes of a significant condition change. Each agency will coordinate with the other on all public information that mentions both agencies.

Time Line: Ongoing.

Reference: Chapter 2 of the WSDOT Traffic Manual (M 51-02), VMS Use Policy, HAR Use Policy.

4. Traffic Incident Management (TIM)

Background: Traffic incidents cause congestion resulting in travel delays, secondary collisions, increased fuel consumption, air pollution, and travel and shipping costs. For every minute a freeway travel lane is blocked by an incident during a peak travel period, four to ten minutes of travel delay result after the incident is cleared. Safer, more efficient, coordinated Traffic Incident Management (TIM) will reduce congestion and improve responder and motorist safety by reducing incident duration and the likelihood of secondary incidents.

Highway congestion is caused when traffic demand approaches or exceeds the available physical capacity of the highway system, or when available highway capacity is reduced by incidents (e.g. crashes and disabled vehicles), work zones, adverse weather, special events and other causes. Traffic incidents account for about one-quarter of all congestion on U.S. roadways.

Traffic Incident Management is the marshaling of emergency response agencies (law enforcement, fire/rescue, EMS and WSDOT IRT) and resources including towing and recovery, cleanup contractors and others that respond to, investigate, and clean-up traffic incidents. Work is performed safely and as quickly as possible to reduce congestion and improve responder and motorist safety. Efficient Traffic Incident Management requires developing and maintaining effective partnerships with a variety of responding agencies, organizations, and vendors.

Rapid detection and clearance of minor incidents such as stalled and disabled vehicles prevent congestion by minimizing lane blockage time, which in turn helps prevent collisions from occurring. Rapid clearance also preserves highway capacity through prompt removal of disabled or abandoned vehicles that can distract or slow down drivers resulting in loss of throughput capacity. WSP Communication Centers dispatch and coordinate the response of WSP troopers and the WSDOT Incident Response Teams (IRT) to quickly clear minor traffic incidents in congested areas.

When major incidents occur, the initial focus of incident responders becomes preservation of life and property. Securing the scene to protect crash victims and incident responders, and warning oncoming motorists of the hazards are all critically important functions. Emergency responders will not be able to assist others if their safety is compromised, so responder safety is the first priority. Safe responders provide aid to crash victims and enhance the safety of motorists by providing emergency traffic control.

Major criminal incidents frequently require complex investigations as well as the need to deploy specialized equipment and personnel from several different responding agencies. This makes criminal incidents extra challenging to clear quickly. WSDOT's regional maintenance support personnel are a key component of managing traffic incidents that require closures or restrictions extending beyond 60 minutes. Maintenance resources are available 24/7 to provide emergency temporary traffic control zones in accordance with the Manual on Uniform Traffic Control Devices (MUTCD)[1]. MUTCD traffic control zones factor in speed and roadway characteristics to provide motorists with ample prior warning of road closures or restrictions, improving the safety of both on-scene responders and approaching motorists.

At the national level, the National Traffic Incident Management Coalition (NTIMC) [2] launched the National Unified Goal (NUG) for Traffic Incident Management to reduce traffic congestion and increase responder safety. The three primary initiatives of the NUG are:

1. Responder Safety,

2. Safe, Quick Clearance and

3. Prompt, Reliable, Interoperable Communications.

Washington State created the Washington Traffic Incident Management Coalition (WaTIMCo) in 2007 as a policy group to oversee statewide implementation of the NUG. WSDOT, WSP, Fire, Towing and Recovery, and other incident responders are partners in the new coalition with WSP and WSDOT providing administrative support. The coalition formally endorsed the NUG and co-sponsored the first statewide Traffic Incident Management Conference in 2007. The coalition provides a venue to further partnerships and emerging TIM practices and initiatives.

As state agencies tasked with fulfilling their respective missions statewide, the WSP and WSDOT are jointly responsible for progress toward the 90-minute clearance goal so each agency takes a leadership role in Traffic Incident Management as it relates to their respective missions.

A. Responder Safety

Background: Emergency responders must be able to safely respond to, and return from, traffic incidents and other emergencies in order to fulfill their missions. If responders become involved in a traffic collision during an emergency response, not only are they unable to render aid to the emergency they were called to, but they have also exposed themselves and other motorists to unnecessary risk and place an unnecessary burden on other emergency responders.

Once on-scene, being struck by a vehicle is a leading cause of death and injury for emergency responders working alongside the highway. *This makes responder safety the highest priority*. Keeping responders safe requires implementing well designed traffic control procedures:

- Getting the right resources to the scene in a timely manner;
- Using proper safety apparel to maximize visibility;
- Utilizing proper tools and traffic control devices;
- Strategic placement of safety and responder equipment;
- Improving cooperation and coordination between responding agencies.

Objective: Everyone goes home safely.

Policy: WSP, WSDOT and the WFC support the FHWA Traffic Incident Management (TIM) Washington State Training Program, and will work with the WaTIMCo to identify multi-discipline best practices to enhance the safety of all emergency responders.

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[1] The Manual on Uniform Traffic Control Devices defines a traffic control zone as the entire section of roadway between the first advance warning sign through the last traffic control device where traffic returns to its normal path and conditions. There are four separate areas of the traffic control zone: 1. Advance Warning Area; 2. Transition area; 3. Activity area; and 4. Termination area. Each area serves a specific function in the channelization of vehicles around a work (incident) site. Traffic Control Flagger Certification Handbook, Fourth Edition, Evergreen Safety Council, Seattle, WA, 2002, p. 6-1.

[2] The National Traffic Incident Management Coalition (NTIMC) was a unique forum where national organizations representing major stakeholders involved in traffic incident response worked together. Its members represented the Emergency Medical Services (EMS), Fire/Rescue, Law Enforcement, Public Safety Communications, Towing and Recovery, and Transportation communities. NTIMC promotes multidisciplinary, multi-jurisdictional Traffic Incident Management (TIM) programs to achieve enhanced responder safety; safe, quick traffic incident clearance; and more prompt, reliable, interoperable communications.

Roles and Responsibilities:

WSDOT Responsibilities: Provide administrative and staff support to the Coalition.

WSDOT Lead: State Incident Response Program Manager

WSP Responsibilities: Provide administrative and staff support to the Coalition.

WSP Lead: Field Operations Bureau Headquarters Commander

Washington Fire Chiefs Responsibilities: Work collaboratively with WSP and WSDOT partners to identify joint interests and best practices for emergency responders.

WFC Lead: WFC President

Joint Responsibilities: Work collaboratively with the Coalition to improve responder safety at traffic incidents.

Action:

- WSDOT, WSP and WFC will collaborate to include Coalition recommended best practices for responder safety in future TIM training sessions.

Measures of Performance/Reporting: Document all revisions to the TIM training curriculum.

Time Line: Ongoing.

Reference: WSDOT Safety Procedures and Guidelines Manual M75-01.04; WSDOT Incident Response Standard Operating Guidelines (SOG) , Revised 2018; WSP Regulation Manual; National Traffic Incident Management Coalition (NTIMC) National Unified Goal Technical Brief on Responder Safety, 2006, available online: http://www.transportation.org/sites/ntimc/docs/ResponderSafety3xFinal.pdf . FHWA Traffic Incident Management (TIM) Responder Training Program-Washington State Version 2017.

B. *Safe, Quick-Clearance*

Background: Safe, quick clearance of traffic incidents increases responder safety by reducing their exposure time to traffic. Similarly, shorter incident duration and improved traffic control enhance motorist safety by reducing the length of lane blockages and road closures, which reduces exposure, and helps reduce secondary collisions. Quick clearance also reduces the societal costs of congestion such as lost time and extra fuel costs incurred when motorists and truck drivers are caught in traffic congestion.

The benefits of safe, quick clearance of incidents, although well documented, are not widely understood by all incident responders. In fact, many responders don't have a good understanding or appreciation of the roles that other responders perform at incidents. In addition, some responders mistakenly assume that safety and quick clearance policies must be in conflict, and that is clearly not the case. For these reasons, WSP, WSDOT, and Fire agencies choose to partner in multi-disciplinary training sessions to provide responders with a better understanding of the Traffic Incident Management (TIM) Program and the roles that various responder groups perform. These training sessions are a valuable tool to help improve on-scene communication, cooperation, and coordination.

Objective: To clear all traffic incidents from roads as safely and as quickly as possible.

Policy: The WSP, WSDOT, and the WFC will collaborate to safely clear highway incidents within our mutual incident clearance goal of 90 minutes.

Roles and Responsibilities:

WSDOT Responsibilities: Operate its IR program with a focused objective to clear traffic incidents within 90 minutes whenever safely possible.

WSDOT Lead: State incident Response Program Manager

WSP Responsibilities: Target incident response and investigation to meet the 90-minute clearance target whenever safely possible.

WSP Lead: Field Operations Bureau Headquarters Commander

WFC Responsibilities: Work collaboratively with WSP and WSDOT partners within our mutual incident clearance goal of 90 minutes.

WFC Lead: WFC President

Joint Responsibilities: Effectively and efficiently manage resources in: responding to, mitigating, investigating, and clearing highway lanes and ferry routes in order to minimize traffic disruption.

Action: WSDOT, WSP and the WFC will continue to collaborate and explore ways to reduce highway incident blockage time.

- At each annual JOPS meeting, each District Commander and Region Administrator shall jointly report the number of "Over 90 Minute" incident debriefs conducted during the previous year and identify the two or three key "lessons learned."
- At each annual meeting, the WFC President will report on efforts to promote the clearance of fire apparatus as quickly as possible once the incident is stabilized and injured parties are cared for.
- WFC, WSP and WSDOT will explore the feasibility of establishing baselines and benchmark clearance times for each agency or resource at the scene of an emergency.
- The WFC will educate its membership on the importance of reduce highway blockage times.
- WSDOT, WSP and WFC will coordinate and schedule TIM training sessions using the existing WaTIMCo Eventbrite calendar. To the extent possible, training coordinators will include representatives from all responder groups.

A daily summary of all >90-minute incidents statewide will be compiled by WSP and provided to WSDOT.

Measures of Performance/Reporting: Daily over 90-minute reports, quarterly summaries as part of WSDOT's GNB.

Time Line: Ongoing.

Reference: WSDOT Gray Notebook Quarterly Reports available online at http://www.wsdot.wa.gov/Accountability/GrayNotebook/navigateGNB.htm. Incident Response Standard Operating Guidelines (SOG), Revised 2018; WSDOT's WITS (Washington Incident Tracking System)

C. Incident Response Team (IRT) Program

Background: The mission of WSDOT's Incident Response (IR) Program includes maintaining operational readiness to respond to and expedite the safe, quick clearance of traffic incidents in cooperation and coordination with WSP and other responding entities under the National Incident Management System (NIMS). Developing and maintaining inter-agency partnerships and mutual understandings of each other's roles is crucial in fulfilling this mission.

Scheduled "Roving" IR patrols are the most visible component of WSDOT's Incident Response Program. These IR patrols drive congested roadways during peak traffic periods to detect and assist clearing minor traffic incidents such as disabled and stranded motorists, and quickly get them on their way. Rapid detection and clearance of minor traffic incidents minimizes incident-related congestion and helps prevent secondary incidents (collisions that occur in the backup).

In addition, WSDOT IR Technicians are trained and equipped to respond to and assist WSP with traffic collisions and other serious traffic incidents where they will establish emergency temporary traffic control zones. IR Technicians are also available for call-out 24 hours a day, 7 days a week for traffic incidents or other emergencies that occur on state roadways. In addition, WSDOT maintenance technicians are also available statewide 24/7 when long term traffic control or other specialized WSDOT equipment is needed at traffic incidents.

Objective: During major incidents, WSDOT's primary Incident Response role is to coordinate with and support WSP and other emergency responders as needed, by providing traffic control to improve safety of on-scene responders and motorists approaching the incident, and periodic incident and traffic updates to the appropriate TMC for dissemination through established traveler information systems.

Policy: The WSDOT will deploy scheduled roving incident response patrols in coordination with WSP in congested areas and maintain 24/7 call out availability.

Roles and Responsibilities:

WSDOT Responsibilities: Provide roving service patrols to quickly detect and clear minor incidents and assist WSP with all traffic incidents and hazards as needed, and maintain 24/7 call out availability to assist WSP.

WSDOT Lead: State Incident Response Program Manager

WSP Responsibilities: Work in partnership with WSDOT's incident response operators during incidents.

WSP Lead: Field Operations Bureau Headquarters Commander

WFC Responsibilities: Work in partnership with WSP and WSDOT's incident response operators during incidents.

WFC Lead: WFC President

Joint Agency Responsibilities: Continue to advocate funding for specialized resources, which enable the 90-minute goal to be achieved. Evaluate the necessity and feasibility of fire units being able to communicate directly with WSDOT IR operators.

Action: WSDOT, with WSP input, will regularly review "incident response" asset deployment for efficient and effective incident response performance. Both agencies will jointly support funding proposals to implement needed resources. WSP and WSDOT will work together to develop a method to measure incident response towards meeting the 90-minute incident clearance goals.

Measures of Performance/Reporting: Quarterly reporting of incident response program activity including number of incidents by geographical area and average response times and roadway and incident clearance times.

Time Line: Ongoing.

Reference: WSDOT Gray Notebook Quarterly Reports available online: http://www.wsdot.wa.gov/Accountability/GrayNotebook/gnb_archives.htm; Incident Response Standard Operating Guidelines (SOG), Revised 2018; WSDOT's WITS (Washington Incident Tracking System); National Traffic Incident Management Coalition National Unified Goal Technical Brief on Benefits of Traffic Incident Management, 2006, available online: http://www.transportation.org/sites/ntimc/docs/Benefits11-07-06.pdf .

D. Instant Tow Dispatch (ITD) Program

Background: Clearing traffic incidents safely and quickly often requires a tow truck. Safe, quick-clearance depends on having qualified tow operators respond promptly with the right equipment for the type of vehicle needing to be towed. WSP has a list of Registered Tow Truck Operators (RTTOs) who work under a Letter of Appointment (LOA), and has established a rotational call-out system based upon geographical tow zones throughout the state. The patrol's rotational system is used for clearing collisions, blocking and non-blocking disabled vehicles, and impounding vehicles. The use of the rotational list is dependent on verification by a trooper before a tow is dispatched. This means that before a rotational tow is dispatched to a blocking vehicle, a trooper is dispatched first and the tow is only dispatched when the trooper arrives and confirms the need for the tow. This works in non-congested areas, but can unnecessarily delay removal of blocking vehicles in congested areas.

The concept of "Instant Tow Dispatch" to reduce congestion caused by stalled vehicles has been tested several times in the past. The results of a program in Tacoma were reported in a Washington Transportation Center (TRAC) report by Jennifer Nee and Mark Hallenbeck published in April 2003. The study could not conclusively evaluate the program's effectiveness because of data limitations, but the authors did conclude that tows dispatched under the Instant Tow Dispatch program were dispatched an average of 15 minutes faster than routine rotational tows, because the trooper verification step was eliminated.

Elimination of the verification process does increase the possibility of "dry runs," so in April 2007, WSDOT began paying a $25.00 flat rate for dry runs. Besides being dispatched 15 minutes faster, this program further reduces tow truck response times because the tow driver does not have to negotiate the increased congestion caused by every minute the roadway is blocked. *Verification can also be made by WSDOT CCTV in the WSP Districts that use the ITD program.*

Objective: It is the goal of all parties of this agreement that blocking vehicles be cleared from the roadway as safely and quickly as possible.

Policy: Jointly implement the Instant Tow Program in congested areas.

Roles and Responsibilities:

WSDOT Responsibilities: Working with WSP and the tow industry is encouraged to execute local (WSP District/WSDOT Region) agreements/memos of understanding, to ensure tow truck usage arrangements are in place for the most major of incidents, which require the largest tow equipment.

WSDOT Lead: State Incident Response Program Manager

WSP Responsibilities: Will initiate any changes necessary to their existing tow truck usage arrangements with the tow industry to ensure effective tow assistance.

WSP Lead: Commercial Vehicle Division Commander

Joint Agency Responsibilities: Address policy issues surrounding incident clearance which require the deployment of tow trucks. Issues that will be addressed in WSP's "tow truck rotation contract" discussion with the tow industry are:

- Performance measurement and customer satisfaction.
- Feasibility of instant tow dispatch based on the information available through the WSDOT video monitoring.
- Tow company compliance with state RCW 46.55 and WAC 308.61.

Action: WSDOT Regional Administrators and WSP District Commanders may request deployment of the Instant Tow Dispatch program to reduce incident related congestion. In all but rare exceptions, the WSP tow truck rotation list will be used. WSDOT Regions and WSP Districts will evaluate the need to expand tow-away zones in key areas.

Measures of Performance/Reporting: WSP Communications will provide monthly and quarterly instant towing reports to track the volume of Instant Tow deployments in each area of deployment.

Time Line: Ongoing.

Reference: WSP Rotational Tow List Contract, Part 1 – Instant Tow, January 15, 2007; WSDOT White Paper on Instant Tow Dispatch, Rick Phillips, February 8, 2007; Evaluation of the Instant Tow Dispatch Pilot Program in the Tacoma Area, Jennifer Nee and Mark E. Hallenbeck, University of Washington, Washington State Transportation Center, Research Project T1803, Task 37, April 2003, available online: http://depts.washington.edu/trac/bulkdisk/pdf/518.2.pdf .

E. *Major Incident Tow (MIT) Program*

Background: WSP and WSDOT formally established the 90-minute clearance goal in 2002. In spite of the efforts of both agencies, the average clearance time for a heavy truck involved in a fatality collision in FY 06 was 349 minutes, or 5.8 hours. In order to expedite clearance of major incidents involving heavy trucks, WSDOT requested and received legislative funding to implement the "Blok-Buster Major Incident Tow" program to expedite the removal of heavy truck collisions on July 1, 2007. Based upon a similar program in Florida, the Blok-Buster program raises minimum training and equipment requirements and provides a $2,500 incentive payment when quick-clearance goals are met. The initial pilot program was funded for the 2007-09 biennium in King, Pierce, and Snohomish Counties. The program name has been

modified to the Major Incident Tow (MIT) program and legislative funding was renewed in both the 2009-11 and 2011-13 biennia. Legislative funding ended in 2013 and the WSDOT Traffic Operations Office has funded the MIT Program since. When appropriate, WSDOT will attempt to recover third party costs associated with the incident per RCW 46.44.110

MIT coverage has been extended to include all of Interstate 5 (except Whatcom County) and all major state highways in the greater Puget Sound area.

Objective: Reduce congestion by clearing heavy truck involved incidents within 90 minutes or less.

Policy: WSP and WSDOT will jointly implement the Major Incident Tow (MIT) program along the Interstate 5 corridor and in the Puget Sound area to include major thoroughfares in Clark, Cowlitz, Lewis, Thurston, Pierce, King, Snohomish and Skagit Counties.

Roles and Responsibilities:

WSDOT Responsibilities: Working with WSP and the tow industry, administer the Major Incident Tow (MIT) Program including processing incentive payments and tracking activations, clearance times, and success rate and maintaining the MIT Handbook[3].

WSDOT Lead: State Incident Response Program Manager

WSP Responsibilities: Initiate any changes necessary to their existing tow truck usage arrangements with the tow industry to ensure effective tow assistance.

WSP Lead: Commercial Vehicles Division Commander

Joint Agency Responsibilities: Address policy issues surrounding incident clearance which require the deployment of heavy tow trucks. Issues that will be addressed in WSP's MIT tow rotation discussion with the tow industry are:

- Performance measurement and customer satisfaction
- Tow company compliance with state RCW 46.55 and WAC 308.61.

Action: WSP and WSDOT periodically evaluate the need for future expansion of the Major Incident Tow (MIT) Program based up the volume of heavy truck involved collisions in congested areas.

Measures of Performance/Reporting: Quarterly reports of MIT activations, clearance times, and analysis of success rate in meeting the 90-minute clearance requirement.

Time Line: This policy was enacted by interagency agreement on July 15, 2007.

Reference: WSP/WSDOT Interagency Agreement #K943WSP/#K10962WSDOT; Major Incident Tow (MIT) Program -- Tow Incentive Program for Heavy Truck Collisions effective July 28, 2015; Washington State Patrol General Conditions Major Incident Tow (MIT) AGREEMENT, Attachments A-C; Major Incident Tow Program Handbook (2017-2019) http://wsdot.wa.gov/NR/rdonlyres/3C1F7E19-2557-4117-98DE-CA410ACE6A39/0/MITHandbook.pdf.

F. Using Technology and Education to Expedite Investigations

Background: Every effort will be made, in a coordinated fashion, to achieve responders' objectives at incident scenes and to have roadways open and/or ferries operating in less than 90 minutes.

Objective: Technology and Education that reduces the scene investigation time will be part of achieving this goal. Therefore, WSP and WSDOT will aggressively pursue new technologies and support Traffic Incident Management participation and training.

Policy: Ensure all WSP and WSDOT responders are trained in TIM and NUG.

Roles and Responsibilities:

WSDOT Responsibilities: Support WSP's efforts to identify and utilize equipment and technology that reduces scene investigation time in order to open roadways as soon as safely possible.

WSDOT Lead: Incident Response Program Manager

WSP Responsibilities: With assistance from WSDOT (traffic control, equipment, survey technologies, etc.) take the lead in evaluating candidate technologies and promoting TIM training opportunities.

WSP Lead: Training Academy Commander and Fire Protection Bureau, State Fire Marshal

Action: As part of the "Over 90 Minute" incident debrief, the use of technology shall be analyzed. If it is determined that technology issues are consistently impacting the ability of both agencies to meet the 90-minute clearance time, those issues will be identified at the annual JOPS meeting and an appropriate course of action determined.

Measures of Performance/Reporting: Performance and suggested improvements will be shared with agency responders.

Time Line: Ongoing.

G. Coordinated Multi-Agency Incident and Congestion Management

Background: Major roadway incidents can drastically reduce roadway capacity, resulting in significant prolonged regional impacts. The JBLM Joint Operations Working Group and the Seattle Area Congestion Management Joint Operations Working Group were created to enhance mobility and reduce the impact of major incidents.

Objective: To supplement existing TIM activities by developing regional strategies to enhance system mobility during major incidents.

Policy: WSP, WSDOT and the WFC agree that Joint Operations Working Groups provide significant benefit during major incidents. All parties will collaborate to identify additional areas in the state that can benefit from creating multi-agency incident and congestion management working groups.

Roles and Responsibilities:

WSDOT Responsibilities: Identify additional agencies to be included in new working groups.

WSDOT Lead: Director of Traffic Operations

WSP Responsibilities: Identify additional law enforcement agencies to be included in new working groups.

WSP Lead: Field Operations Bureau Headquarters

WFC Responsibilities: Identify additional fire agencies to be included in new working groups.

WFC Lead: WFC President

Action: WSP, WSDOT and the WFC will review the JBLM and Seattle Area Joint Operations Working Group charters to determine other locations for possible implementation.

Measures of Performance/Reporting: WSP, WSDOT and the WFC will jointly report on these efforts during the Annual WSP/WSDOT/WFC Joint Meeting.
Time Line: Ongoing

5. Smarter Highways

Background: WSDOT is working to gain the most efficiency out of its existing roadway network through the deployment of advanced technology systems and the application of innovative operational strategies. These systems and strategies include variable speed limit (VSL) systems, active traffic management (ATM) systems, managed lanes such as high occupancy vehicle (HOV) and high occupancy toll (HOT) lanes, and dynamic tolling systems as well as emerging technologies such as Cooperative Automated Transportation (CAT) and utilization of big data.

Objective: Increase mobility and decrease congestion and accidents.

Policy: The WSP and WSDOT will collaborate on the design, concept of operations, and operational management of Smarter Highway initiatives

Roles and Responsibilities:

WSDOT Responsibilities: Design, implement, and operate Smarter Highways' Dynamic Operational Strategies where they will provide improvements to mobility and accident reduction.

WSDOT Lead: Director of Traffic Operations

WSP Responsibilities: Use methods that most effectively encourage motorists to drive safely and legally on roads while enforcing regulations in Dynamic Operational areas.

WSP Lead: Field Operations King County (District 2) Commander

Joint Agency Responsibilities: The WSP and WSDOT will work together to:

- Coordinate Dynamic Operations Strategies
- Develop and provide Dynamic Operations Strategies training
- Develop and implement public education efforts
- Develop and support Dynamic Operations Strategies legislation
- Update operational procedures and standards
- Develop HOV enforcement strategies

Action: The WSP and WSDOT will jointly discuss project plans, operational strategies, and deployment timelines and coordination opportunities to leverage current and emerging technologies.

Measures of Performance/Reporting: Jointly report on coordination efforts at the annual WSP/WSDOT meeting

Time Line: Ongoing.

6. Enforcement

Background: In cooperation, WSP and WSDOT will support enforcement efforts that facilitate the safe and efficient movement of people and vehicles traveling on State's roads.

Objective: Promote safety and mobility by obtaining public compliance with traffic laws, provide the necessary and appropriate driver education, and develop driver awareness of the causes of traffic collisions.

Policy: WSP and WSDOT will develop guidelines and demonstration projects for the deployment of traditional and automated enforcement systems, which will identify each agency's roles and responsibilities.

Roles and Responsibilities:

WSDOT Responsibilities: Identify enforcement opportunities and technology tools, data, and information for WSP that will help support their enforcement efforts.

WSDOT Lead: Director of Traffic Operations

WSP Responsibilities: Work with WSDOT to implement strategic enforcement opportunities and to demonstrate innovative enforcement strategies.

WSP Lead: Field Operations Headquarters Commander

Joint Agency Responsibilities: Provide enforcement strategies to implement and demonstrate automated work zone enforcement systems.

Actions: WSDOT and WSP will:

- Discuss safety focused enforcement opportunities and develop enforcement strategies. The agencies will disseminate project information to the public about these efforts and will look for opportunities to share data and reports in order to benefit each agency's operations and to report on the results of this project.

- Work together to determine the best approaches to determining permanent speed limits based on public and agency requests and well as the application sound engineering analysis and enforcement approaches.

Measures of Performance/Reporting: WSP, WSDOT and the WFC will jointly report on these efforts during the Annual WSP/WSDOT/WFC Joint Meeting.

Time Line: Ongoing.

7. Disaster Response and Road Closure/Re-opening Coordination

Background: The Washington State Comprehensive Emergency Management Plan (CEMP) establishes the policy under which all state agencies will respond to emergencies and disasters.

The authority for emergency closures is defined by RCW 47.48.020 and 47.48.031.

Objective: Improve coordination of joint WSP/WSDOT emergency operations.

Policy: The WSP and WSDOT agree to enhance existing procedures that will provide additional protection measures for the traveling public and the transportation system.

Roles and Responsibilities:

WSDOT Responsibilities: Headquarters (HQ) Emergency Operations Center (EOC) will be equipped for WSP Data Communication capabilities.

WSDOT Lead: Emergency Manager

WSP Responsibilities: Staff the WSDOT's HQ and Regional EOCs as appropriate during emergencies.

WSP Lead: Incident Management Team Coordinator (Homeland Security Division)

WFC Responsibilities: Work collaboratively with WSP and WSDOT partners to identify joint interests and best practices for disaster response.

WFC Lead: WFC President

Joint WSP/WSDOT/WFC Agency Responsibilities: Work together to reopen the highway system after an emergency has taken place

WSDOT Lead: Emergency Manager

WSP Lead: Incident Management Team Coordinator (Homeland Security)

WFC Lead: WFC President

Actions: In order to increase effectiveness:

- WSDOT's HQ Incident Management Team will meet at least annually to discuss opportunities for improvement in disaster response. The Team will also work to establish cooperative partnerships with other emergency response agencies.
- Each WSP District Commander (DC) and WSDOT Region Administrator (RA) will work to exchange knowledge of all applicable WSP and WSDOT disaster response plans.
- WFC will continue to promote training and coordination to support disaster response preparedness and response.
- WSP and WSDOT will work with the National Guard to identify roles and responsibilities for each agency for coordinating mass evacuations and for access control during disasters and evacuations.
- WSP and WSDOT will work together to coordinate emergency closures of portions of the highway system during emergencies and their subsequent re-opening.

Measures of Performance/Reporting: Disaster response drills should be conducted on an annual basis and should include WSP, WSDOT, and all local stakeholders. At each annual JOPS meeting, each DC/RA will report on new or revised plans for their area.

Major closures of any parts of the highway system will be debriefed at the Regional/Divisional level and summarized for HQ distribution

Time Line: This policy will be in place when JOPS receives final approval by both agencies.

8. Winter Operations

Background: WSP and WSDOT agree that key maintenance actions, communications, signage, and enforcement are essential for providing safe motorist travel during the winter season.

Objective: Increase safety and mobility for motorists.

Policy: Each agency will respond to requests for service by the other in the interest of enhancing motorists' safety and mobility.

Roles and Responsibilities:

WSDOT Responsibilities: Provide winter road maintenance actions as needed to maintain the roadway.

WSDOT Lead: Director of Maintenance Operations

WSP Responsibilities: Provide appropriate enforcement to help support winter operations.

WSP Lead: Field Operations District Commanders

Joint Agency Responsibilities

- Conduct joint regional/area "Winter Summit" meetings before each winter season to discuss and prepare updated tactical response plans.
- Conduct joint "Winter Debrief" meetings in the spring to discuss challenges and opportunities from the past winter and develop action plans for the upcoming winter.

WSDOT RA's, Maintenance Engineers, and WSP DCs and Lieutenants will be jointly responsible for organizing and conducting the summit meetings.

Action: Host area specific meetings to discuss tactical deployments. Communicate with the public through joint press releases, Highway Advisory Radio (HAR), and Variable Message Sign (VMS) messaging. WSP Commercial Vehicle Division will issue press releases regarding chain enforcement for commercial vehicles and provide follow-up patrol on all mountain passes. Each WSDOT region will coordinate with its respective WSP District(s) to develop a priority response system for emergency operation during snow and ice incidents.

Measures of Performance/Reporting: Progress will be reported regionally during the "winter debrief" meetings. Incident specific debriefings will be encouraged at the local level to improve future tactics. Overall statewide success and areas for improvement will be reported at the annual JOPS meeting.

Time Line: This policy will be in place when JOPS receives final approval by both agencies.

9. Work Zone Safety

Background: Workers involved in activities and operations occurring in highway work zones face potential hazards from working in close proximity to high-speed traffic. Assuring the safety of construction zone workers and the traveling public is a high priority for WSDOT and WSP.

Objective: To achieve the highest possible level of safety in work zones by working together to educate motorists about safely negotiating work zones.

Policy: Combine the expertise and resources of both agencies to achieve and maintain the highest level of safety in work zones

Roles and Responsibilities:

WSDOT Responsibilities: Develop effective work zone strategies to ensure the safety of workers and the traveling public.

WSDOT Lead: Director of Maintenance Operations

WSP Responsibilities: Use methods that most effectively encourage motorists to drive in a safe manner when enforcing regulations in work zones.

WSP Lead: Field Operations Bureau Commander

Joint Agency Responsibilities: WSP and WSDOT will work together through the Work Zone Safety Task Force to:

- Enforce traffic regulations in work zones;
- Coordinate work zone strategies;
- Develop and provide work zone training;
- Develop and implement public information/education strategies;
- Develop and support work zone safety legislation;
- Develop and support new technologies to aid work zone safety;
- Communicate work zone safety issues and provide recommendations;
- Update procedures and standards;
- Combine resources such as funding, equipment and workforce;
- Address worker safety and security issues.

Action: WSDOT and WSP will modify the JOPS agreement appropriately to facilitate developing new methods of enforcement for work zones by:

- WSDOT shall provide WSP with timely roadway construction information;
- WSP and WSDOT shall discuss project plans, develop enforcement and road clearance strategies, implement Intelligent Transportation Systems (ITS), and disseminate project information to the public;
- WSP/WSDOT will continue Work Zone Enforcement Emphasis by conducting a minimum of one enforcement effort per quarter throughout the year and an additional work zone emphasis during the summer construction season.

Measures of Performance/Reporting: Jointly report on these efforts during the annual JOPS meeting. At future annual meetings, WSDOT and WSP shall discuss the results and effectiveness of joint public outreach activities for the preceding year and outline strategies for the upcoming year**.**

Time Line: Ongoing.

Reference:

- WSDOT/WSP Agreement, GC 5080
- WSDOT Executive Order, E 1001.02, Work Zone Safety and Mobility
- WSDOT Manual, M 54-44, Work Zone Traffic Control Guidelines for Maintenance Operations
- Guidelines for WSP Traffic Control Assistance in Work Zones
- Guidelines for Security in Work Zones
- WSP Field Checklist, WSDOT Form 421-045 EF
- RCW, section 46.61, several work zone-directly related (.015, .215, .527, etc.)
- RCW, section 47.48, several work zone-indirectly related (closures, speeds, etc.)
- WSDOT Executive Order, E 1060.07 Speed Limit Reductions in Work Zones
- WSDOT Manual, M22-01 Traffic Manual, Appendix 5.A and 5.B

10. Commercial Vehicle Operations (CVO)

A. *Weighing/Inspection Facilities*

Background: The WSP and WSDOT working together protect the states infrastructure, provide for freight mobility and safe highways. The agencies agree there is a need for fixed and portable weighing/inspection facilities throughout the state. In addition to traditional inspection facilities these may include Plug and Run and virtual sites as well as other locations without permanent in-ground scales.

Objective A

WSP and WSDOT will meet on a regular basis to review the jointly developed, August 2017, Commercial Vehicle Enforcement System Strategic Plan.

Policy: WSP and WSDOT will work together to obtain funding, for the design, development, construction, and operation of weighing/inspection facilities identified in the Plan.

Roles and Responsibilities:

WSDOT Responsibilities: Advocate for use of its highway construction funding to provide "turnkey" weighing/inspection facilities, and prepare paved, level sites for conducting portable weighing operations.

WSDOT Lead: Director of Traffic Operations

WSP Responsibilities: Perform weighing and safety inspections on commercial vehicles traveling in the state.

WSP Lead: Commercial Vehicle Division/Motor Carrier Safety Division Commanders

Joint Agency Responsibilities: Identify potential locations for fixed, portable, and virtual weighing sites. This work will use the *August 2017 Commercial Vehicle Enforcement System Strategic Plan* as guidance. Meet on a bi-weekly basis to monitor the progress of the Strategic Plan execution matrix.

Action: WSP and WSDOT will continue to meet regularly to ensure the current Commercial Vehicle Enforcement System Strategic Plan identifies necessary upgrades to existing weigh station weighing systems and components as well as new locations for virtual weigh sites and identify inspection locations.

Measures of Performance/Reporting:
- Execute the Strategic Plan in accordance with the biennial preservation and improvement matrix.
- Ensure locations currently in the Commercial Vehicle Enforcement System Strategic Plan and any new locations are relevant and data supports the need.

Objective B

WSP and WSDOT will jointly update and revise the current *Vehicle Weighing and Equipment Inspections Facilities Memorandum of Understanding* (MOU).

Policy: WSP and WSDOT will work together to update and revise the MOU to ensure areas of responsibility for each agency are clearly defined.

Roles and Responsibilities:

WSDOT Responsibilities: Prepare revised draft MOU and coordinate changes with WSP and WSDOT Regions and HQ offices. Incorporate suggested changes and finalize MOU.

WSDOT Lead: Commercial Vehicle Services Administrator

WSP Responsibilities: Coordinate MOU revisions with Property Management Division.

WSP Lead: Commercial Vehicle Division/Motor Carrier Safety Division Commanders

Joint Agency Responsibilities: Each agency operates under the guidance of the *Vehicle Weighing and Equipment Inspections Facilities Memorandum of Understanding* (MOU).

Action: Review the MOU every two years or more frequently if needed.

Measures of Performance/Reporting:
- Develop a revised Draft MOU, if needed, by March 2019. Route the draft MOU to WSDOT Regions and WSP Districts for input.
- Revised and Updated MOU signed by June 2019 if applicable.

Time Line: As noted.

Reference: *Commercial Vehicle Enforcement System Strategic Plan and the Vehicle Weighing and Equipment Inspections Facilities Memorandum of Understanding.*

B. Permitting and Weight Enforcement

Background: The WSDOT and WSP recognize the need to meet regularly, to review the relationship of administration and enforcement of the State's vehicle size and weight laws to include the overweight and oversized permitting process.

Objective: Work collaboratively to provide for the movement of over-legal size loads. The permitting process and enforcement activities regulates over-legal moves in order to provide for the safety of the motoring public, preserve the infrastructure and assist industry in completing their moves.

Policy: The WSDOT and the WSP will identify ways to share information from the permitting process and from commercial vehicle enforcement activities.

Roles and Responsibilities:

WSDOT Responsibilities: Issue permits that authorize carriers to operate or move a vehicle of a size or weight exceeding the maximums specified by law (RCW Chapter 46.44.090). Ensure compliance with federal size and weight regulations.

WSDOT Lead: Commercial Vehicle Services Administrator

WSP Responsibilities: Enforce size and weight laws per RCW 46.44.

WSP Lead: Commercial Vehicle Enforcement Bureau Commander

Joint Agency Responsibilities: Jointly prepare the State's annual certification and weight enforcement plan to the Federal Highway Administration (FHWA), certifying that both state and federal laws have been properly applied and enforced on the national highway system.

Action: WSP and WSDOT will share permitting and enforcement data; WSP will provide enforcement data and WSDOT will provide permitting data for the annual FHWA certification.

Measures of Performance/Reporting:
- Annual FHWA Size and Weight Certification completed and successfully submitted by December.
- Update the Commercial Vehicle Safety Guide – Biannually.

Time Line: As noted.

Reference: RCW Chapter 46.44; RCW Chapter 46.44.090.

C. Commercial Vehicle Information Systems and Network/Weigh-in-Motion

Background: The WSP and WSDOT recognize that the use of technology benefits enforcement activities, industry, and the greater economy by providing a system, which allows safe and legal carriers to bypass weigh stations and enable enforcement personnel to focus on high risk carriers.

Objective: Provide a useful and reliable technology based enforcement decision system that delivers real time decision-making information to weigh stations and commercial vehicle enforcement officers.

Policy: WSP and WSDOT will work together to identify and commit resources to ensure a consistent and reliable system which can be deployed in locations identified in the *Commercial Vehicle Enforcement System Strategic Plan.*

Roles and Responsibilities:

WSDOT Responsibilities: Provide, manage and maintain the Commercial Vehicle Information Systems and Networks (CVISN) program.

WSDOT Lead: Commercial Vehicle Services Administrator

WSP Responsibilities: Utilize CVISN technology at weigh station sites.

WSP Lead: Commercial Vehicle Division/Motor Carrier Safety Division Commanders

Joint Agency Responsibilities: Work collaboratively to implement WIM and AVI systems unique to sites identified in the Plan.

Action: Leverage the recommendations of the *Commercial Vehicle Enforcement System Strategic Plan* and develop an action plan to move forward with improvements to the CVISN system.

Time Line: Ongoing.

Reference: *Commercial Vehicle Enforcement System Strategic Plan. Vehicle Weighing and Equipment Inspections Facilities Memorandum of Understanding.*

D. Commercial Vehicle Technology - Grant Opportunities

Background: Washington has been recognized as a national leader in commercial vehicle safety activities. Federal funding has provided the WSP and WSDOT the ability to enhance commercial vehicle safety programs. The agencies recognize the critical value of federal funding in the success of these activities.

Objective: Identify and seek future grant opportunities to enhance Washington State's commercial vehicle operations to assure continued success of commercial vehicle safety activities**.**

Policy: WSP and WSDOT will research and pursue funding opportunities for technology enhancements which are beneficial to Washington State's existing commercial vehicle operations activities.

Roles and Responsibilities:

WSDOT Responsibilities: Identify grant opportunities with federal partners that will support commercial vehicle operations.

WSDOT Lead: Commercial Vehicle Services Administrator

WSP Responsibilities: Identify grant opportunities with federal partners that will support commercial vehicle operations.

WSP Lead: Commercial Vehicle Enforcement Bureau Commander

Joint Agency Responsibilities: Jointly prepare and submit grant applications for identified and agreed upon technology enhancements that are beneficial to Washington State's existing commercial vehicle operations.

Action: Jointly establish a process for sharing grant opportunity information and commit resources to prepare and submit grant applications for technological enhancements. Measures of Performance/Reporting:

- Meet monthly, or as needed, to discuss funding opportunities.

Time Line: Ongoing.

11. Facilities

A. Safety Rest Areas

Background: WSDOT owns and operates forty-seven Safety Rest Areas, twenty-seven of which are located on the Interstate System. With the exception of two facilities, which are closed for the winter, rest areas are open to the public 24 hours a day 7 days a week. Most facilities provide car, truck and recreational vehicle parking, rest rooms, picnic tables, drinking water, public telephones, traveler information, pet exercise areas, and snack machines. Free coffee is available at some rest areas through a volunteer program. The safety of the traveling public utilizing these facilities is an important priority for WSDOT and WSP.

Objective: Safety Rest Area's primary function is to reduce fatigue-related collisions by providing a safe place for travelers to stop and rest.

Policy: Work together to ensure that operations of the Safety Rest Areas are managed to maximize the public health, safety, and enjoyment of these sites.

Roles and Responsibilities:

WSDOT Responsibilities: Operations and maintenance of Safety Rest Areas.

WSDOT Lead: Facilities Administrator

WSP Responsibilities: Periodic routine patrols, enforcement of laws, and regulations, and personnel security training.

WSP Lead: Field Operations Headquarters Commander

Action:
- At least annually, WSDOT and WSP will jointly review rest area operations to identify low cost improvements, and training, which will enhance public safety and security;
- The WSDOT HQ Capital Facilities Office and WSP Field Operation Bureau will act as leads for this review;
- WSDOT will implement improvements as funding is available;
- WSP will work with WSDOT to assist rest area personnel in developing a safe work environment;
- Safety Rest Area maintenance and operations will be an agenda topic at each annual joint meeting to determine need for changes in operational or enforcement emphasis.

Measures of Performance/Reporting: Jointly report on these efforts during the annual WSP/WSDOT meetings.

Time Line: Ongoing.

B. Shared Facilities

Background: WSP and WSDOT own and operate many shared facilities.

Objective: Operate shared facilities in an efficient and cooperative fashion.

Policy: WSDOT and WSP will work collaboratively to assure:
- Infrastructure needs for joint facilities are identified and funded;
- Service to the public is enhanced, and investment in support facilities (buildings and related sites) is maximized;
- WSDOT and WSP will provide integrated workplaces that meet joint agency strategic goals.

Roles and Responsibilities:

WSDOT Responsibilities: Operate the facilities in an efficient and effective manner.

WSDOT Lead: Facilities Administrator

WSP Responsibilities: Operate the facilities in an efficient and effective manner.

WSP Lead: Property Management Division Commander

Joint Agency Responsibilities: Support:
- Modify existing facilities to accommodate both agencies' missions;
- Simplify inter-agency facilities agreements;
- Meet quarterly to identify joint facility opportunities and develop facility security plans.

Action: WSDOT and WSP will jointly review operations of existing shared facilities on at least an annual basis and develop a 10-year Shared Facilities Action plan.

Measures of Performance/Reporting: Produce a jointly prepared annual plan documenting operational review of shared facilities.

Time Line: Ongoing.

12. Wireless Communications

Background: The WSP and WSDOT provide public safety communications to many organizations, including local, state, and federal public safety agencies whose missions encompass the protection of life and property. The agencies coordinate their communication policies with those of the Statewide Interoperability Executive Committee (SIEC) in order to facilitate the sharing of resources needed to create an intergovernmental wireless public safety network. Resource may include, but not be limited to, wireless spectrum, facilities, equipment, staff, and systems.

Objective: To effectively view respective wireless communication systems as a single wireless system. This will assist in planning for and fostering interoperability among existing wireless networks.

Policy: The WSP and the WSDOT support a shared vision to create a coordinated and integrated wireless transportation communications for the safe, effective, and efficient protection of the traveling public. The agencies agree it is a joint goal to implement statewide wireless mobile communications networks that are interoperable between agencies to meet agency interoperable communications requirements. This will provide the services needed by our field forces and support groups to benefit the citizens of this state.

Roles and Responsibilities:

WSDOT Responsibilities: Operate the wireless system in an effective and efficient manner.

WSDOT Lead: ITS Communications and Wireless Technology Program Manager

WSP Responsibilities: Operate the wireless system in an effective and efficient manner.

WSP Lead: Electronic Services Division Commander

Joint Agency Responsibilities: The agencies agree to:
- Improve public safety wireless communications by addressing each of the five issue areas of interoperability – coordination and partnerships, funding, wireless spectrum, standards, technology, and security;
- Collaborate with local and state public safety officials to improve communications interoperability;
- Encourage the implementation of interoperability by developing short-term action plans that support the long-term strategy of developing and sharing a statewide transportation wireless communication system.

Action: The agencies will create a Wireless Communications Coordination (WCCA) agreement, which will encompass the Microwave Operations Partnership (MOPA) agreement as well as the other wireless activities related to interoperability. They will conduct regular Wireless Communication Coordination Meetings to coordinate the wireless projects, spectrum use, facilities and equipment. WSP and WSDOT will also continue to support the SIEC and its various workgroups and subcommittees.

Measures of Performance/Reporting: Report annually on joint communication systems and facility use and efforts to support interoperability between WSDOT and WSP.

Time Line: Ongoing.

Reference: WSP and WSDOT will continue to work together under the terms of the Microwave Operations Partnership Agreement.

13. Transportation System Security (non-Ferry)

Background: WSP and WSDOT are responsible for transportation system security and agency preparedness. The WSP and the WSDOT have completed a vulnerability assessment of the most critical transportation assets operated by WSDOT. Included with that vulnerability assessment was the identification of appropriate countermeasures for each of those assets.

Objective: Implement countermeasures identified for all assets in the vulnerability assessment.

Policy: The WSP and WSDOT agree to work and respond together on security issues. Each agency will share information as appropriate in order to effectively respond to threats to the transportation system.

Roles and Responsibilities:

WSDOT Responsibilities: Implement capital countermeasures as funding is available.

WSDOT Lead: Emergency Manager

WSP Responsibilities: Enforce transportation system security.

WSP Lead: Homeland Security Division Commander

Joint Agency Responsibilities: Identify opportunities for infrastructure security improvements.

Action: WSP and WSDOT will share relevant threat-related information as appropriate in order to inform department decision makers of each agency to effectively respond to any threat to critical transportation assets. When necessary, both agencies will respond to implement planned operational countermeasures. Each agency will work to create coordinated specific plans to respond to incidents or threats to the critical infrastructure assets identified in the Vulnerability Assessment. Annually, both agencies will review the plans and participate in joint exercises when practical.

Measures of Performance/Reporting: Report annually on improvements made for security needs.

Time Line: Ongoing**.**

14. Ferry Operations

A. Introduction

Washington State Ferries (WSF) is considered an extension of the state highway system. As such, the WSP has primary jurisdiction, authority and responsibility for law enforcement and security on WSF vessels and in terminals. This responsibility includes ongoing preventive traffic safety and security detection and deterrence functions, as well as emergent incidence response for criminal activity including acts of terrorism.

Washington State Ferries provides service to Canadian Ports of Call which requires WSP to coordinate their actions with U.S. and Canadian Customs, U.S. Border Patrol and the Royal Canadian Mounted Police.

The WSP carries out its commitment for law enforcement and security services to WSF through the activities of its Homeland Security Division, which includes: Vessel and Terminal Security (VATS), K-9 Training Unit, and WSP Interagency Bomb Team. VATS personnel are assigned to the three WSP Regions in which WSF terminals are located and WSF ferries operate. The WSF terminals are located in WSP Regions as follows:

WSP Region 1 (Olympic Peninsula) – WSF Terminals:

- Southworth
- Bremerton
- Bainbridge Island
- Kingston
- Port Townsend

WSP Region 2 (Seattle) – WSF Terminals:

- Seattle (Pier 52)
- Fauntleroy
- Vashon
- Tahlequah
- Point Defiance

WSP Region 3 (Everett) – WSF Terminals:

- Edmonds
- Mukilteo
- Clinton
- Keystone
- Anacortes
- Lopez
- Shaw
- Orcas
- Friday Harbor

WSP personnel contributing to WSF traffic safety and security include, but are not limited to, VATS troopers, WSP Commercial Vehicle Division personnel, Aviation Section, Criminal Intelligence Unit, Video Monitoring, and WSP explosive detection K-9 teams. They carry out a variety of functions such as on-scene monitoring, law enforcement activities, intelligence gathering and analysis, vehicle screening, and emergency response activities. In addition to security duties, VATS troopers are also responsible in part for vehicular traffic control functions associated with normal ferry terminal operations, including oversight of contracted traffic control services.

The WSF Security Committee is a designated subcommittee of the area maritime security committees established and chaired by the Federal Maritime Security Coordinator, Coast Guard Sector Seattle. This committee provides a forum and framework to systematically identify goals and recommendations concerning security of the ferry system as a critical component of the maritime domain in the greater Puget Sound region. This committee was formed under the direction of the U.S. Coast Guard for the purpose of defining the security measures needed to ensure WSF's secure operations during normal and heightened states of security threats. A key goal of the committee is to foster a sustained agency and inter-agency commitment to the common objectives contained in the WSF alternative security plan.

The charter, and principal, members of the WSF Security Committee are WSF, the WSP, and the U.S. Coast Guard, Sector Seattle. The primary and signatory members of the WSF Security Committee Charter include Executive Director, Washington State Ferries, Captain of the Port/Federal Maritime Security Coordinator (COTP/FMSC), U.S. Coast Guard Seattle, and Chief, WSP. The working level agency representatives, attending the regularly held meetings, are WSF Company Security Officer/Emergency Management Coordinator; WSF Safety Systems Manager/DP; USCG Chief Inspection Division, Sector Seattle; USCG Domestic Passenger Vessel Security Officer, Sector Seattle; WSP Commander, Homeland Security Division or designee; and WSP Regional representatives.

B.   Security

Background: Washington State Ferries and the WSP Homeland Security Division are integral partners in the development and delivery of the U.S. Coast Guard mandated and approved WSF Alternative Security Plan (ASP).

Objective: The overarching goals of the WSF ASP are to maintain the safe, secure, and efficient travel of the public served, through effective traffic management and control, implementation of appropriate security measures aimed at reducing the risk of a transportation security incident from a terrorist act, and compliance with the federal regulatory mandates.

Policy: The safety and security of passengers and employees' onboard ferries and at the terminals leading to the ferries is a primary concern of both WSF and WSP.

Roles and Responsibilities:

WSDOT Responsibilities: WSF, as a marine operator, is ultimately responsible for the safe and secure transport of passengers and for full compliance with domestic and international security regulations, and implementation of the provisions of the WSF Alternative Security Plan.

WSDOT Lead: WSF Safety Systems Director

WSP Responsibilities: The WSP is the law enforcement agency with primary responsibility for terminal traffic management on the designated state highways, vessel and terminal security, and emergent incident response for all criminal events such as assault, DUI, bomb threats or other acts of terrorism.

WSP Lead: WSP Homeland Security Division Commander

Joint Agency Responsibilities: Coordinate public messages that mention both agencies.

Action: The WSP, through its Homeland Security Division, will work cooperatively with the Washington State Ferries to ascertain the most appropriate and cost effective use of resources toward these goals. The WSP will perform a combination of the following functions at WSF terminals and onboard vessels:

Security Activity	Details
Terminal traffic control and on scene presence	Direct/control vehicle/passenger traffic at various terminals typically focused on high passenger/vehicle density locations.
Random vessel boarding/ferry rides	Onboard presence in general passenger spaces or located in pilothouse. Focus resources based on relative security risk levels.
Random vehicle inspections at terminals	Vehicle inspections conducted on random intervals. Again, focus on relative high security risk routes and times.
Commercial vehicle enforcement (CVE) exams	Random vehicle searches focused on commercial trucks at high volume terminals and times.
Explosive detection K-9 team screening	Random team vehicle screenings and public access area sweeps at various WSF terminals focused on relative high security risk routes and times.
Other visible uniformed presence	At various locations (terminal and vessel) dictated by WSP operational tempo.
Threat and intelligence gathering and analysis	Coordination of incident investigation, intelligence gathering, other agency notification, and information analysis.
Emergency response	Response level and dedication of resources is situational, depending upon the circumstances presented, but may include bomb squad, Special Weapons and Tactics (SWAT) Teams, or other Field Operations Bureau (FOB) resources.
Surveillance and Monitoring	Continuous monitoring of the WSF vessel and terminal access control and video surveillance security system located adjacent to the WSF operations watch.

In satisfying the elements of the ASP, any of the possible activities listed in the table above may be used singularly or collectively by the WSP in an effort to fulfill these responsibilities.

Measures of Performance/Reporting: WSP will report annually on the actions taken to provide ferry security.

Time Line: Ongoing.

Reference: WSF Alternative Security Plan.

C. Coordinated Communications

Background: WSP and WSDOT are responsible for communicating coordinated, timely and accurate ferry information to the public, which allows them to make informed decisions about their travel and safety, and provides both agencies the opportunity to coordinate their activities.

Objective: Provide coordinated public information messages and outreach on issues that affect both agencies and/or their customers.

Policy: It is the policy of WSF and WSP to share timely information about ferry travel conditions and coordinate messaging to the public. Each agency will coordinate with the other on any messaging affecting both agencies prior to releasing the information.

Roles and Responsibilities:

WSDOT Responsibilities: Provide ferry travel information via variable message signs, the Internet, and the 511 phone system. The WSF Operations Center and Public Information Officers (PIOs) will communicate traffic restrictions and travel conditions using the various tools mentioned above. WSF will disseminate messages in coordination with WSP.

WSDOT Lead: WSF Director of Communications

WSP Responsibilities: Provide road and travel information by referring citizens to the WSF website, the 511 phone line, and through its District communications centers and public information officers. WSP will provide the WSF's Operations Center with accurate and timely information on the status of emergency responses related to ferry operations.

WSP Lead: WSP Homeland Security Division Commander

Joint Agency Responsibilities: Coordinate public messages that mention both agencies.

Action: WSF and WSP will mutually develop and update standard Internet messaging guidelines for travel information systems, VMS, 511 Traveler Information phone system, and the internet and for developing and updating standard guidelines for public information dissemination. Each agency will coordinate with the other on all public information that mentions both agencies.

Measures of Performance/Reporting: For ferry sailing impacts, the public should be notified within ten minutes of a significant condition change.

Time Line: Ongoing.

D. Enforcement

Background: The WSF, in cooperation with the WSP, support enforcement processes that facilitate the efficient movement of people and vehicles using the ferry system. This includes, but is not limited to the necessary enforcement of traffic laws and regulatory signs, the investigation of incidents, and the direction of traffic to facilitate the safe and expeditious movement of vehicles and pedestrians.

Objective: Provide safe and efficient public access to ferry services and facilities in compliance with state laws.

Policy: WSP and WSF will develop guidelines for the deployment of enforcement approaches that will help provide safe and efficient operations of the ferry system.

Roles and Responsibilities:

WSDOT Responsibilities: Identify areas that would benefit from additional traffic enforcement.

WSDOT Lead: WSF Safety Systems Director

WSP Responsibilities:
- Enforce applicable traffic laws and regulations
- Provide the necessary and appropriate driver education in order to obtain compliance with traffic laws.
- Develop driver awareness of the causes of traffic collisions through issuance of warnings, infraction notices, cites, or arrests of traffic violators.

WSP Lead: WSP Homeland Security Division Commander

Joint Agency Responsibilities: WSDOT, WSP, and WSF will work together in taking necessary steps to mitigate traffic congestion caused by normal Ferry operations.

Action: Establish a timeframe for development of enforcement guidelines.

Measures of Performance/Reporting: Meet annually to report on efforts to support compliance of traffic regulations at ferry terminals.

Time Line: Ongoing.

E. Shared Facilities

Background: WSF and WSP coordinated security and enforcement operations require the two agencies to share facilities.

Objective: Use shared facilities to provide for effective and efficient security and enforcement operations.

Policy: WSF and WSP will provide to the extent possible integrated workplaces that meet joint agency strategic goals.

Roles and Responsibilities:

WSDOT Responsibilities: Operate the facilities under its responsibility in an efficient an effective manner.

WSDOT Lead: WSF Safety Systems Director

WSP Responsibilities: Provide onsite support at WSF facilities for security and enforcement operations, where needed.

WSP Lead: WSP Homeland Security Division Commander

Joint Agency Responsibilities: The agencies agree to:
- When possible modify existing facilities to accommodate both agencies' missions.
- Simplify inter-agency facilities agreements.

Action: WSF and WSP will work collaboratively to assure that joint support facility needs are identified and met economically, service to the public is enhanced, and investment in support facilities (buildings and related sites) is maximized.

Measures of Performance/Reporting: Meet annually to identify joint facility opportunities and develop facility security plans.

Time Line: Ongoing.

Acronyms and Abbreviations

AMBER	America's Missing: Broadcast Emergency Response
APA	Autonomous Patrol Area
ASP	Alternate Security Plan
AVI	Automatic Vehicle Identification
CAC	Collisions Analysis Corridors
CAD	Computer Aided Dispatch
CAL	Collisions Analysis Locations
CEMP	Comprehensive Emergency Management Plan
CID	Criminal Investigation Division
COTP	Captain of the Port
CVB	Commercial Vehicle Bureau
CVISN	Commercial Vehicle Information Systems and Network
CVO	Commercial Vehicle Operations
DC	District Commander
DUI	Driving Under the Influence
ECY	WA State Department of Ecology
EMS	Emergency Medical Services
E&RO	Engineering and Regional Operations
EOC	Emergency Operations Center
ESD	Electronic Services Division
FHWA	Federal Highway Administration
FLSB	Forensic Laboratory Services Bureau
FMSC	Federal Maritime Security Coordinator
FOB	Field Operations Bureau
FPB	Fire Protection Bureau
FY	Fiscal Year
GA	Government Administration
GIS	Geographic Information System
GMAP	Governor's Management Accountability Program
GNB	Gray Notebook
HAR	Highway Advisory Radio
HOT	High Occupancy Toll
HOV	High Occupancy Vehicle
HQ	Headquarters
IR	Incident Response
IRP	Incident Response Program
IRT	Incident Response Team
ISB	Investigative Services Bureau
ITD	Information Technology Division
ITS	Intelligent Transportation Systems
JOPS	Joint Operations Policy Statement
K-9	Canine

MAV	Motor Assistance Van
MIT	Major Incident Tow
MOPA	Microwave Operations Partnership Agreement
MOU	Memorandum of Understanding
MSB	Management Services Bureau
MUTCD	Manual on Uniform Traffic Control Devices
NIMS	National Incident Management System
NTIMC	National Traffic Incident Management Coalition
NUG	National Unified Goal
PIO	Public Information Officer
PMD	Property Management Division
POPS	Problem Oriented Public Safety
RA	Regional Administrator
RCW	Revised Code of Washington
RTIM	Regional Traffic Incident Management
RTTO	Registered Tow Truck Operator
SAF	Strategic Assistance Form
SIEC	Statewide Interoperability Executive Committee
SOD	Special Operations Division
SOG	Standard Operating Guidelines
SR	State Route
SWAT	Special Weapons and Tactics
TIM	Traffic Incident Management
TMC	Traffic Management Center
TRAC	Washington State Transportation Center
TSB	Technical Services Bureau
U.S.	United States
USCG	United State Coast Guard
VATS	Vessel and Terminal Security
VMS	Variable Message Sign
WAC	Washington Administrative Code
WaTIMCo	Washington Traffic Incident Management Coalition
WCCA	Wireless Communications Coordination
WFC	Washington Fire Chiefs
WIM	Weigh in Motion
WITS	Washington Incident Tracking System
WSDOT	Washington State Department of Transportation
WSF	Washington State Ferries
WSP	Washington State Patrol