Idaho Traffic Incident Management

Principles and Procedures for Safe Response, Quick Clearance of Incidents on Idaho Highways

Produced by the Idaho Transportation Department
Emergency Program Office
2014
# Traffic Incident Management

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1.0 Introduction

Idaho’s transportation system is designed to move people and products safely and efficiently. Any disruption to that system interferes with the ability of travelers to reach their destination in a predictable, reliable manner. Highway closures and extended detours also have a direct impact on Idaho commerce, and ultimately the state’s economy.

This Traffic Incident Management plan aligns closely with and supports the fundamental mission of the Idaho Transportation Department, which is “Your Safety. Your Mobility. Your Economic Opportunity.” Effective traffic incident management improves safety on our highways, enhances the mobility of all users, and supports the state’s economy by keeping commerce moving forward. To achieve these goals, ITD works closely with public and private partners who share a commitment to rapid incident response and quick recovery. Together, we can maintain a robust transportation system that serves all those who rely on our highways to move people and products.

2.0 Background

Agencies and organizations representing a wide range of disciplines and constituents are committed to the concept of traffic incident management as a way of saving lives, restoring traffic, and reducing congestion. They have demonstrated that commitment through a Memorandum of Understanding that endorses Idaho’s Traffic Incident Management plan. Idaho is part of a growing national effort to set standards and performance guidelines for incident response.

An average of nearly 80 law enforcement, fire/rescue, emergency medical responders, transportation department workers and tow-truck operators are struck and killed annually while responding to crashes on U.S. highways and bridges, according to the Federal Highway Administration. Multi-disciplinary training along with a coordinated approach by all responders will help make highways safer for all users and help prevent costly interruptions to the transportation system.
2.1 What is Traffic Incident Management?

Traffic Incident Management is a systematic approach to maintaining or restoring the safe and efficient movement of motor vehicles on Idaho highways. Adopting the Idaho TIM system enables incident response agencies to manage unexpected and unplanned incidents that include, but are not limited to:

- Roadway debris
- Vehicle breakdowns
- Medical emergencies
- Motor vehicle crashes
- Hazardous material spills, and
- Weather-related incidents such as avalanches, rockslides, and reduced visibility caused by flowing snow or dust
- Planned special events, such as sporting events, parades, or other highway uses

A coordinated, well-planned approach allows responders to address the traffic impediment, clear affected travel lanes, and return the highway to normal conditions as quickly and efficiently as possible. Partners often include transportation department maintenance and emergency crews, law enforcement, fire departments, emergency medical service providers (EMS), and tow truck/rescue vehicle operators.

Each responding agency has a specific role and responsibility, and each brings to the incident unique expertise.

Organizations representing a broad range of disciplines formed the National Traffic Incident Management Coalition (NTIMC) in 2006. That coalition developed and promoted acceptance of the National Unified Goal as a standard for responding to highway incidents. The NUG has three primary objectives:

1. Responder safety
2. Safe, quick clearance
3. Prompt, reliable, interoperable communications

According to the NTIMC, traffic crashes and responder “struck-by” incidents are leading causes of on-duty injuries and deaths for law enforcement officers, firefighters, and towing and recovery personnel.

2.2 Why is TIM important?
Unexpected incidents often create predictable results – traffic delays, congestion, and preventable secondary crashes. Responses to an injury crash can involve as many as nine responders (two law enforcement officers, four fire/rescue professionals, two EMS providers and at least one
tow/recovery truck operator. That means at least nine individuals assume life-threatening roles to provide medical assistance, clear a crash or address other highway-related incidents.

Approximately 60 percent of all congestion is attributed to non-recurring events, such as crashes, weather incidents, and special events. Traffic incidents account for about 25 percent of all congestion, which can significantly impact traffic movement, safety, and commerce. Every incident has an associated cost, including medical costs, emergency services, property damage, and lost productivity.

A study by the American Automobile Association (AAA) in 2009 reveals:

- The annual cost of congestion is $97.1 billion, a significant increase from $67.7 billion (143 percent) the previous year
- The annual cost of traffic crashes was $299.5 billion, compared with $164 billion (182 percent) in 2005

The U.S. Department of Transportation considers congestion to be “one of the single largest threats” to the nation’s economic prosperity and way of life. Consequently, the US DOT identified congestion reduction as one of its key strategic goals.

The National Traffic Incident Management Coalition (NTIMC) estimates every minute a freeway lane is blocked because of a traffic incident can result in four minutes of travel delay. That equates to four hours of delay for an hour of lane blockage.

Adopting and using a traffic incident management strategy in 272 of 439 urban areas in 2009 resulted in a saving of 143.3 million hours of lost time and $3.06 million in related congestion costs, according to the Texas Transportation Institute. The 2009 Urban Mobility report estimated 4.2 billion hours and 2.8 billion gallons of wasted fuel caused by congestion cost Americans about $87.2 billion in the nation’s top 439 urban areas.

Reducing incident-related congestion also can have a significant cumulative impact on air quality in metropolitan areas, conserves fuel and reduces America’s dependence on fossil fuels. An effective traffic incident management plan can have a profound impact on air quality.

### 2.3 Legislative mandate

The Idaho Legislature enacted two laws to reduce the risks associated with highway incidents – the Quick Clearance Law, 49-1301 and the “Move-Over” law 49-624. Both are intended to limit the impact of highway incidents on the traveling public and to promote safe, efficient responses during an incident. (See Appendix B.1, Page A-8, and Appendix B.2, Page A-9)

### 3.0 On-scene Incident Management
3.1 Incident Command protocol
The Idaho Traffic Incident Management plan uses the Incident Command System (ICS) developed by the Federal Emergency Management Agency (FEMA) and used by responders throughout the country. The Incident Command System establishes roles and responsibilities for individuals responding to an incident. It creates a standardized, integrated approach that crosses jurisdictional boundaries and promotes cooperation among agencies.

Generally, the first responder arriving at an incident scene assumes command of the incident until he or she passes that authority to another individual. The incident commander must have the ability to quickly determine the resources and response needed, manage the scene, and direct others decisively.

3.1.2 First Responder Considerations
When arriving at the incident scene, it is important for first responders to act quickly, decisively, and safely. Initial responders at the emergency scene must take immediate control of the situation while exercising appropriate caution. The following initial steps should be considered:

- Size up the scene to be sure that hazards present are recognized, that the scene is safe for responders, and that hazardous materials are not present. *(Note: If the incident appears to be HAZMAT-related, refer to the HAZMAT manual and contact the Idaho State Communications Center immediately at 1-800-632-8000 or 846-7610.)*
- Provide initial medical care and emergency response support as necessary; assist those in immediate danger and distress; request additional emergency services.
- Set up temporary traffic control using flares or cones until adequate traffic control equipment arrives on the scene *(See Traffic Control, Pages 14-22)*.
- Obtain critical vehicle information from each vehicle involved in the incident (e.g., make/model, color of vehicle, vehicle condition, gross vehicle weight, etc.)
- Contact the State Communications Center or ISP dispatch to arrange for tow/wrecker service *(see “Requesting Tow or Rescue Vehicle Services,” Page 12 and Appendix A.4, Pages A-6, 7)*
- Work toward establishing temporary traffic control according to standards prescribed by the Manual on Uniform Traffic Control Devices (MUTCD) if the incident is expected to last more than two hours. Use appropriate tapers, cones/barricades, and flaggers (if needed). Heavy-duty tow companies are additionally required to be able to perform traffic control at scenes where the recovery operation lasts longer than one hour.
- Review alternate route options and/or set up detours (if needed).

3.2 Managing the scene

3.2.1 Accurate incident assessment
The incident commander (IC) must quickly assess the scene and determine the resources needed to stabilize it. He or she should establish a safe perimeter around the scene, which often entails blocking one or more lanes of travel and diverting traffic. *(See Traffic Control Guidelines, Appendix G. 5, Pages A 43- 46, for more details.)*

Determine the condition of individuals involved in the incident and request medical attention if appropriate. Call 9-1-1 and the State Communications Center to request assistance:

State Communications Center (State Comm.)
After the initial call for assistance, render medical care and resuscitation procedures (according to the responder’s level of training) to stabilize any patients encountered until higher-trained emergency medical crews arrive.

Stabilizing the scene and requesting additional assistance as needed requires that an accurate ongoing assessment of the entire incident is made by the incident commander.

According to Idaho law, vehicles involved in non-injury crashes on a divided, controlled-access highway or interstate highway of the state highway system must be moved ... “to a safe refuge on the shoulder, emergency lane or median whenever such moving of a vehicle may be done safely and the vehicle is capable of being normally and safely driven, does not require towing, and may be operated under its own powers.” (Excerpt; See Appendix B.1, Page A-8 for Idaho’s quick clearance law.)

3.2.2 Incident detection and verification

Quick, accurate detection and reporting will reduce response time, save lives, lower the risks of additional injuries or secondary incidents, and hasten the restoration of traffic. Incident detection improvements can be achieved with cellular phones, citizen band (CB) radios, ham radios, aircraft patrols, service patrols, traffic cameras, and other technology.
Most reports of highway incidents come from motorists. Occasionally, initial reports are generated by law enforcement patrols, highway maintenance workers, or others who encounter highway incidents while traveling. It is important that initial reports include basic information conveyed quickly and accurately to dispatch centers. Accurate assessment and reporting of the incident scene can help medical providers determine the extent of possible injuries and summon the most appropriate resources before their arrival at the scene.

When reporting a highway incident, your initial contact should include information such as:

- The exact location (highway number and mile marker)
- Number of vehicles involved
- Number of victims/patients involved
- Possible injuries
- Degree of damage to vehicles (minor, major, rollover, etc)
- Damage to the highway, signs, barricades, bridge approaches, etc.
- Number of lanes blocked
- Apparent traffic hazards (limited sight distance, fuel leaks, fire, hazardous materials present)
- The need for an ambulance, fire trucks, extrication equipment, or medical helicopter

Incomplete or inaccurate information can hinder response time and treatment of victims.

The National Traffic Incident Management guide recommends the following information be provided on an initial radio / phone call to a dispatch center (Appendix A.3, Pages A-4, 5 for details):

- Identification of responding unit
- Exact location of the incident
- Number and type of vehicles involved
- Degree of damage incurred
- Number of lanes blocked/closed
- Hazards or unique circumstances
- Establishment of command responsibilities

### 3.2.3 Incident classification and response

Proper incident classification sets the stage for an effective and efficient response. Incidents can be divided into three general classes based on duration of the event, each of which has unique traffic control characteristics and needs. The incident commander will classify incidents according to the following parameters, established by the Manual on Uniform Traffic Control Devices (Chapter 61):

- **MINOR** – An incident that takes up to 30 minutes to detect and to fully restore traffic. This category includes stalled vehicles, minor traffic crashes that may involve quick or off-
site investigations, or any impacts to traffic that can be safely moved to the highway shoulder and out of the way. This classification might require the use of traffic control.

- **INTERMEDIATE** – An incident that takes 30 minutes to two hours to detect and to fully restore traffic. This response includes most severe traffic crashes that require detailed investigations or cleanups.

- **MAJOR** – An incident that takes more than two hours to detect and to fully restore traffic. This includes catastrophic traffic crashes with multiple victims and/or fatalities, the release or spilling of hazardous materials, or local disasters. This classification requires traffic control. The Idaho Transportation Department must be notified of all incidents on the state highway system expected to take more than two hours for clearance or resolution.

Although law enforcement officers and fire department responders can block lanes temporarily for minor and intermediate incidents, only the ITD is authorized to officially close or restrict the use of any state highway. That authority is found in Idaho law (Section 40-310). Closures usually require the implementation of designated detours and appropriate directional signs.

After the expected or anticipated duration of an incident has been determined by the IC and reported to a dispatch center, responders should identify the resources needed and expedite the arrival of those resources to the site. Improving the response time depends on two key factors: identifying the proper response and getting that response to the location.

1. **Identifying the proper response.** Plan ahead and request assistance or services for all responding agencies for incident detection through the cleanup phase. Request additional resources, such as a tow truck or heavy wrecker, before they are actually needed at the scene. It is better to have those resources “staged” and ready at the scene before they begin working rather than waiting for them to arrive because they were called late to the incident.

2. **Get the response resources to the site.** Personnel resources and equipment lists should be updated regularly and maintained. Improved interagency radio communication is important to quick response. Maintain closely spaced milepost markers for quick, accurate, and easy location identification of incidents. Use of highway shoulders and interstate crossovers can be planned and used. Responders should know in advance the location of interstate crossovers. Never travel down interstates in the oncoming lanes (contra-flow) unless traffic in those lanes has been completely blocked.
3.2.4 On-site Procedures

After the selected personnel and equipment have begun to arrive at the incident scene, the effectiveness of the response is based on how well suited the response technique is to that incident and how well the personnel at the scene manage the incident site.

The highest priority for emergency responders and incident managers is to ensure the safety of response personnel, incident victims, and other motorists. As a result, first responders should:

- Provide for the safety, accountability, and welfare of responders (these are responsibilities that will be ongoing throughout the incident)
- Take immediate steps to stabilize the incident, provide for life safety, and establish traffic control
- Establish the needed perimeter for the scene, and
- Evacuate persons as required

Coordination directly impacts the success of the incident response process, especially for larger, more complex incidents. Success often relates to a shared desire to compromise and jointly find solutions to problems regardless of jurisdiction.

An effective site management strategy is to properly define traffic control techniques, plans, and parking for response vehicles. The flashing lights policy needs to consider the safety of responders, liabilities, and impacts on normal traffic flow. Responders arriving at the incident should, within 15 minutes of reaching the location, estimate the magnitude of the traffic incident, the expected duration of the incident, and the expected vehicle queue – the line(s) of stationary vehicles waiting for clearance and resumption of travel. This expected duration information should be relayed to an appropriate dispatch center. On-site managers then should set up the appropriate temporary traffic controls according to those estimates. (See “Traffic Control,” Appendix C.3, Page A-12)

The primary function of temporary traffic control at an incident is to move highway users safely and expeditiously through or around the incident and to reduce the likelihood of secondary crashes.

During incidents, large trucks may need to follow an alternate route separate from that of automobiles because of bridge, weight, clearance, or geometric restrictions. Vehicles carrying hazardous cargo also may be required to use a different route from passenger vehicles.

If responders need to block additional lanes to extinguish fires, load injured crash victims, remove vehicles or debris, or clean up hazardous material spills, they should do everything possible to make those lanes available for use by traffic as soon as possible. This will improve clearance time and expedite the return of normal traffic flow.

The goal is to restrict traffic lanes only when necessary and only for as long as necessary to assure the safety of responders and victims. Unnecessary travel impediments dramatically increase the potential for secondary crashes.
Having a responder continuously directing traffic, as a “flagger” typically does at a highway work zone, and being positioned at the correct location(s) may help alleviate instances of passing motorists slowing to look at the scene. Through this positive traffic control, the designated flagger(s) directing traffic can increase vehicle flow and enhance responder safety for those on the scene. *(See Flagging Operations section 4.1.5, Page 20)*

### 3.2.4 Site clearance

Site clearance is the process of removing wreckage, debris, or any other element that may disrupt the normal flow of traffic, and restoring the highway capacity back to its pre-incident condition.

The first step in site clearance is to relocate the damaged vehicles and/or products spilled to the shoulder if possible.  

Idaho's Quick Clearance Law allows law enforcement officers to require the removal of vehicles, cargo, and debris resulting from crashes when that removal results in improved safety and convenience for travelers on the highway. This law frees officers from liability for damage caused by reasonable removal efforts. It also allows ITD employees to assist in the removal of cargo and debris resulting from crashes when directed by a law enforcement officer and when the removal results in improved safety and convenience for highway travelers, and frees transportation department employees from liability for damage caused by reasonable removal efforts. *(See Idaho Quick Clearance Law, Appendix B.1, Page A-8)*

The traffic-carrying portion of a highway should be handled differently than the shoulder or areas next to the highway. Cleanup should be prioritized with first efforts concentrated on the traveled portion of the highway. The first arriving wrecker or responder should clear travel lanes first, when it is safe to do so and authority has been granted.

The first step in site clearance is to relocate the damaged vehicles and/or products spilled to the shoulder if possible. If incidents involve injuries, or if debris cannot be moved safely, the crash site will remain blocked only for as long as it takes to properly clear the site; alternative methods for routing traffic must be used.

Simple tasks, like picking up broken auto parts and sweeping broken glass to the shoulder, can allow the travel lane to be reopened and traffic to be restored. If there is a fuel, oil, or anti-freeze leaks, clean up the highway surface quickly with absorbents and/or other available resources. Remember the collected product remains the property of the person who caused the spill.

After the crash investigation is completed by the responding law enforcement officer (or partially completed if authorized by the officer), proceed in driving, pushing or pulling damaged vehicles to the shoulder and removing spilled products instead of waiting for a tow/recovery truck. Vehicles that have rolled over can be moved to the shoulder by pushing them with appropriate vehicles, equipment, and personnel.

Cargo off-loading, vehicle repairs, or loading and securing of vehicles should not be allowed in the travel lanes unless there is a threat to life-safety, the environment, or infrastructure (such as explosion hazard, immediate waterway threat, etc.) Often this process can be delayed until traffic volume is lightest and the danger of secondary crashes is minimized.
3.2.5 Crash Scene Investigation – Debris or Evidence?
Clearing debris from a traffic incident scene typically is the responsibility of tow/rescue truck personnel. Quickly moving debris to a non-travel lane or removing it from the highway is critical to restoration of traffic.

If the crash results in a fatality or multiple fatalities, or there are extenuating legal reasons for preserving the scene, debris should not be removed until a responding law enforcement officer and/or the incident commander authorizes it for removal. When fatalities are involved, the crash site should be considered a crime scene. Site clean-up can play a key role in properly documenting findings for presenting in court proceedings.

The purpose of the crash scene investigation is to:
- Collect data that ultimately helps understand when, where, and why the crash occurred
- Identifies who is at fault for vehicle repairs or other compensation
- Ensures that individuals who may have committed a crime in connection with the crash are properly prosecuted

It is the responsibility of all incident responders to ensure the scene is preserved until the investigation is complete. Refrain from removing, moving, or eradicating physical evidence until approved by law enforcement officers so they can collect physical evidence from the roadway and vehicles and carefully document the scene.

Preserve short-lived evidence such as tire marks, debris fields, pavement gouges, scrapes, paint transfer, fluid trails, and blood, hair, tissue, and fibers. Photographs of the scene often are crucial to the investigation. Responders should ask if they can assist in the documentation process if time and work conditions permit.

The primary goal is to clear a traffic incident scene and restore traffic as quickly as possible, but not at the expense of a thorough investigation by law enforcement officers or an attending coroner. Take only actions needed to complete your own area of responsibility with minimal disturbance of the scene until or unless authorized/assigned to do otherwise.

Always ask, is it debris or evidence?
<table>
<thead>
<tr>
<th>FHWA Vehicle Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Motorcycles</td>
</tr>
<tr>
<td>2 axes, 2 or 3 tires</td>
</tr>
<tr>
<td>2. Passenger Cars</td>
</tr>
<tr>
<td>2 axles, can have 1- or 2-axle trailers</td>
</tr>
<tr>
<td>3. Pickups, Panels, Vans</td>
</tr>
<tr>
<td>2 axles, 4-tire single units</td>
</tr>
<tr>
<td>Can have 1 or 2 axle trailers</td>
</tr>
<tr>
<td>4. Buses</td>
</tr>
<tr>
<td>2 or 3 axles, full length</td>
</tr>
<tr>
<td>5. Single Unit 2-Axle Trucks</td>
</tr>
<tr>
<td>2 axles, 8 tires (dual rear tires), single-unit</td>
</tr>
<tr>
<td>6. Single Unit 3-Axle Trucks</td>
</tr>
<tr>
<td>3 axles, single unit</td>
</tr>
<tr>
<td>7. Single Unit 4 or More-Axle Trucks</td>
</tr>
<tr>
<td>4 or more axles, single unit</td>
</tr>
<tr>
<td>8. Single Trailer 3- or 4-Axle Trucks</td>
</tr>
<tr>
<td>3 or 4 axles, single trailer</td>
</tr>
<tr>
<td>9. Single Trailer 5-Axle Trucks</td>
</tr>
<tr>
<td>5 axles, single trailer</td>
</tr>
<tr>
<td>10. Single Trailer 6 or More-Axle Trucks</td>
</tr>
<tr>
<td>6 or more axles, single trailer</td>
</tr>
<tr>
<td>11. Multi-Trailer 5 or Less-Axle Trucks</td>
</tr>
<tr>
<td>5 or less axles, multiple trailers</td>
</tr>
<tr>
<td>12. Multi-Trailer 6-Axle Trucks</td>
</tr>
<tr>
<td>6 axles, multiple trailers</td>
</tr>
</tbody>
</table>
Truck classifications

<table>
<thead>
<tr>
<th>Size</th>
<th>Class</th>
<th>Gross Vehicle Weight (lbs.)</th>
<th>No. of Axles</th>
<th>No. of Tires</th>
<th>Representative Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light</td>
<td>1</td>
<td>&lt; 6,000</td>
<td>2</td>
<td>4</td>
<td>Pick-up, Van</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>6,000 – 10,000</td>
<td>2</td>
<td>4</td>
<td>Step Van, Small Courier Van</td>
</tr>
<tr>
<td>Medium</td>
<td>3</td>
<td>10,000 – 14,000</td>
<td>2</td>
<td>6</td>
<td>Metro van, small tow truck</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>14,000 – 16,000</td>
<td>2</td>
<td>6</td>
<td>Flatbed</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>16,000 – 19,500</td>
<td>2</td>
<td>6</td>
<td>Large Tow Truck, Stake Truck, Package Delivery Van</td>
</tr>
<tr>
<td>Light-Heavy</td>
<td>6</td>
<td>19,500 – 26,000</td>
<td>3</td>
<td>6</td>
<td>Single Unit Truck (30 feet), Moving Van, Beverage Truck, Home Heating Oil Truck, Armored Car, Mini Bus</td>
</tr>
<tr>
<td>Heavy</td>
<td>7</td>
<td>26,000 – 33,000</td>
<td>3</td>
<td>10</td>
<td>Tractor/Trailer (40 feet), Moving Truck, Dump Truck, Transit Bus</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>&gt;33,000</td>
<td>3</td>
<td>10</td>
<td>Tractor/Trailer (50 feet), Moving Truck, Freight Truck, Concrete Truck, Gravel Truck, Articulated Bus Interstate Bus</td>
</tr>
</tbody>
</table>

See Appendix G.6, Pages A-47, 48 for additional vehicle diagrams

3.2.5 Requesting Tow or Rescue Vehicle Services
Identify the equipment needs and mobilize required equipment through communication with the Idaho State Police dispatch center or State Comm. Refer to the Vehicle Identification Guide to determine the kind of commercial vehicle involved. (See previous page, Appendix G.6, Pages A-47, 48) The type of truck will dictate whether a tow truck with winching capabilities is used or whether a flatbed transport truck will be adequate. Neither the on-scene police officer nor the dispatch/communications center operator should specify what equipment the tow truck company might need in response to special handling circumstances. That decision is best made by removal experts.

Note: The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or removed can be found on the identification label attached to the door frame of the vehicle on the driver’s side. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.

Specifically report whether the commercial vehicle is carrying any hazardous material and identify the material by providing information on the placard of the truck and/or trailer involved. Advise the dispatch center of any rupture, leakage, or spillage.

3.2.6 Preparing for emergency helicopter landings
Saving the lives of traffic incident victims sometimes requires the use of helicopters to provide timely treatment and transport. Helicopters usually can land safely on or near highways in remote regions or near highly congested areas that are not easily accessible otherwise.
The preference, however, is to identify a nearby site for a helicopter to land and takeoff, and avoid highway landings unless absolutely necessary. That enables medical technicians to treat victims away from the crash site and to avoid extended delays if conditions – such as storms – ground the helicopter longer than expected.

When identifying safe landing locations for helicopters consider the following:

**Landing zone**

- 100 feet-by-100 feet of firm level (less than six degrees slope) open space clear of obstacles such as trees, power lines, and other major vertical obstructions
- The zone should be free of debris to reduce the likelihood of stationary objects becoming projectiles during take-off and landing;
- Stay within the pilot’s vision and approach the helicopter only when signaled by the pilot or crew to do so.
- The safest approach is from a triangle zone extending at 45 degrees in both directions from the front of the helicopter.
- **Never approach a helicopter from the back if rotors are engaged.**
Steps to setting up a helicopter landing zone (illustrated above)

1. Assign one person to communicate with the pilot
2. Clear the landing zone of debris, people, vehicles and any other potential hazards
3. Whenever possible, avoid loose dirt, dust, sand, powered snow, etc.
4. Clearly mark the landing zone using cones, smoke, beacons or vehicle lights
5. Report wind direction to the pilot. Position landing area so the helicopter approaches into the wind.
6. The landing zone should be at least 100 feet-by-100 feet; at night the zone should be 125 feet-by-125 feet.
7. Report any obstruction to the pilot. Avoid obstructions such as wires, trees, utility poles, signs, antenna towers, etc.
8. Prepare the landing zone as level as possible, away from such hazards as light posts, power line poles, trees, and antenna towers.

Minimum visibility requirements

- One-quarter mile visibility; and
- 500-foot vertical ceiling

4.0 Traffic Control

Blocking or closing all travel lanes is done only as a last resort to ensure the safety of responders, delivery of medical services to victims, and to expedite clearance. If possible, establish traffic control procedures that will allow continued safe travel around the incident on a limited basis. That requires a fundamental knowledge of sign placement, the use of emergency lights, establishing proper “tapers,” creating a “buffer zone,” and the safe positioning of emergency vehicles. (See Appendix G.4, Pages A-41, 42)

ITD has identified detour routes to divert traffic during extended incidents on interstate and state highways. Because those predetermined routes sometimes direct traffic through small communities and limit the movement of oversized loads, detours should be activated only when necessary. The ITD Alternate Route Plan includes detour descriptions and maps for each highway in Idaho’s six districts; they are available on the ITD website at: http://itd.idaho.gov/NewsAndInfo/Publications.htm under Emergency Management.

4.1 Manual on Uniform Traffic Control Devices (Chapter 6I)

The following is an excerpt from the Manual on Uniform Traffic Control Devices related to traffic incident management activities and responses to incidents on Idaho highways:

“The primary functions of TTC (Temporary Traffic Control) at a traffic incident management area are to inform road users of the incident and to provide guidance information on the path to follow through the incident area. Alerting road users and establishing a safe route through or around the incident area will serve to:

- Protect the incident responders and those involved in working at the incident scene
- Aid in moving road users expeditiously past or around the traffic incident

Take only as many lanes as you need for as long as you need them – as the incident is cleared, lanes can be progressively opened.
Reduce the likelihood of secondary traffic crashes, and
Preclude unnecessary use of the surrounding local road system”

Examples include a stalled vehicle blocking a lane, a traffic crash blocking the traveled way, a hazardous material spill along a highway, and natural disasters such as floods and severe storm damage.” (MUTCD, Chapter 6I, Page 726)

4.1.1 MUTCD guidance
“... to reduce response time for traffic incidents, highway agencies, appropriate public safety agencies (law enforcement, fire and rescue, emergency communications, emergency medical, and other emergency management), and private-sector responders (towing and recovery and hazardous materials contractors) should mutually plan for occurrences of traffic incidents...

“On-scene responder organizations should train their personnel in TTC practices for accomplishing their tasks in and near traffic and in the requirements for traffic incident management contained in the MUTCD manual. (See Appendix G.3, Page A-40)

“On-scene responders should take measures to move the vehicles involved off the travel lanes or to provide for appropriate warning. All on-scene responders and news media personnel should constantly be aware of their visibility to oncoming traffic and wear high-visibility apparel.

“Emergency vehicles should be safely positioned such that traffic flow through the incident scene is optimized. All emergency vehicles that subsequently arrive should be positioned in a manner that does not interfere with the established temporary traffic flow.

“Responders arriving at a traffic incident should estimate the magnitude of the traffic incident, the expected time duration of the traffic incident, and the expected vehicle queue length, and then should set up the appropriate temporary traffic controls for these estimates. (See Appendix G.4, G.5, Pages A-41-48)” (MUTCD Chapter 6I, Page 726)

4.1.2 Traffic Incident Management Signs
Warning and guide signs used for TTC incidents may have a black legend and border on a fluorescent pink background.
Advanced warning sign spacing

<table>
<thead>
<tr>
<th>Road Type</th>
<th>Distance Between Signs (feet)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A</td>
</tr>
<tr>
<td>Urban (35 mph or less)</td>
<td>100</td>
</tr>
<tr>
<td>Urban (45 mph or more)</td>
<td>350</td>
</tr>
<tr>
<td>Rural</td>
<td>500</td>
</tr>
<tr>
<td>Interstate freeway</td>
<td>1,000</td>
</tr>
</tbody>
</table>

4.1.3 Support (from the MUTCD, Chapter 6I, Pages 727-729)
While some traffic incidents might be anticipated and planned for, emergencies and disasters might pose more severe and unpredictable problems. The ability to quickly install proper temporary traffic controls might greatly reduce the effects of an incident, such as secondary crashes or excessive traffic delays.

4.1.4 Guidelines specific to incident classification

Minor traffic incidents
Minor traffic incidents are typically disabled vehicles and minor crashes that result in lane closures of less than 30 minutes. On-scene responders are typically law enforcement and towing companies, and occasionally highway agency service patrol vehicles.

Diversion of traffic into other lanes often is not needed or is needed only briefly. It is not generally possible or practical to set up a lane closure with traffic control devices for a minor traffic incident. Traffic control is the responsibility of on-scene responders.

When a minor traffic incident blocks a travel lane, the vehicle(s) should be removed from that lane to the shoulder as quickly as possible.

Intermediate Traffic Incidents
Intermediate traffic incidents typically affect travel lanes for a period of 30 minutes to two hours, and usually require traffic control on the scene to divert road users past the blockage. Full roadway closures might be needed for short periods during traffic incident clearance to allow traffic incident responders to accomplish their tasks.

The establishment, maintenance, and prompt removal of lane diversions can be effectively managed by interagency planning that includes representatives of highway and public safety agencies.

- All traffic control devices needed to set up the TTC at a traffic incident should be available so that they can be readily deployed for intermediate traffic incidents. The TTC should include the proper traffic diversions, tapered lane closures, and upstream warning devices to alert traffic approaching the queue and to encourage early diversion to an appropriate alternative lane or route.
- Attention should be paid to the “upstream” end of the traffic queue so advance warning is given to road users approaching the back of the queue.
- If manual traffic control is needed, it should be provided by qualified flaggers or uniformed law enforcement officers.
- If flaggers are used to provide traffic control at an incident, they should use appropriate traffic control devices that are readily available or that can be brought to the traffic incident scene on short notice.
When light sticks or flares are used to establish the initial traffic control at incident scenes, channelizing devices should be installed as soon thereafter as practical. The light sticks or flares may remain in place if they are being used to supplement the channelizing devices. The light sticks, flares, and channelizing devices should be removed after the incident is terminated.

**Major Traffic Incidents**

Major traffic incidents are typically traffic incidents involving hazardous materials, fatal traffic crashes involving numerous vehicles, and other natural or man-made disasters. They typically involve closing all or part of a highway for a period exceeding two hours.

A closure can be caused by a traffic incident such as a crash that blocks the route. Road users are usually diverted through lane shifts or detoured around the traffic incident and back to the original roadway. A combination of traffic engineering and enforcement preparations is needed to determine the detour route, and to install, maintain or operate, and then to remove the necessary traffic control devices when the detour is terminated. Large trucks are a significant concern in such a detour, especially when they are rerouted from a controlled-access roadway onto local or arterial streets.

During traffic incidents, large trucks might need to follow a route separate from that of automobiles because of bridge, weight, clearance, or geometric restrictions. Also, vehicles carrying hazardous material might need to follow a different route from other vehicles.

Some traffic incidents such as hazardous material spills might require closure of an entire highway. Travelers must have adequate guidance around the traffic incident. Maintaining good public relations is important.

The cooperation of the news media in publicizing the existence of, and reasons for, traffic incident management areas and their TTC can be of great assistance in keeping road users and the general public well informed.

**Traveler Information and Advisories**

Idaho travelers will find the most current information about closures by visiting the 511 Traveler Services website (511.idaho.gov) or by calling 5-1-1 toll-free from anywhere in Idaho. Closures are prominently displayed in a “crawler” message at the top of pages, with more specific information included in the main body of the website. ITD and other emergency personnel also might find the website or telephone service helpful on extended closures. ITD and the Idaho State Police also announce information on major incidents through news releases and automatically generated email and text messages.

Information typically available on the full-feature 511.idaho.gov website includes:

- Weather-related road conditions
- Highway images
- Road surface data
- Traffic incidents and delays
- Emergency road closures
- Highway construction projects, and
- Tourist information, special events
Temporary Traffic Control Measures
The establishment, maintenance, and prompt removal of lane diversions can be effectively managed by interagency planning that includes representatives of highway and public safety agencies.

All traffic control devices needed to set up the TTC at a traffic incident should be readily available so that they can be deployed quickly for all major traffic incidents. The TTC should include the proper traffic diversions, tapered lane closures, and upstream warning devices to alert traffic approaching the queue and to encourage early diversion to an appropriate alternative route.

Attention should be paid to the upstream end of the traffic queue such that warning is given to road users approaching the back of the queue. If manual traffic control is needed, it should be provided by qualified flaggers, uniformed law enforcement officers, or transportation personnel.

If flaggers are used to provide traffic control for an incident, they should use appropriate traffic control devices that are readily available or that can be brought to the traffic incident scene on short notice.

- When light sticks or flares are used to establish the initial traffic control at incident scenes, channelizing devices should be installed as soon thereafter as practical.
- The light sticks or flares may remain in place if they are being used to supplement the channelizing devices.
- The light sticks, flares, and channelizing devices should be removed after the incident is terminated.

Sequence of Placing Traffic Cones
The order in which traffic cones are deployed upstream – or approaching an incident – is extremely important to maintaining safety for responders and for notifying motorists of a lane reduction / merger. From the cone placement charts below, determine where the first cone should be placed – on the shoulder (not the fog line) at the beginning of the taper.

*Note: Most skip lines (painted dashed-lines) on Idaho interstate and state highways are 50 feet apart, from the front of one skip line to the front of the next one. On highways with lower speed limits, the skip line is 25 feet. The spacing can be used to determine the rough placement of cones. (See Appendix G.4, Page A-41, 42)*

Exit the emergency vehicle used to block the lane and walk outside the traffic area to where the first cone will be placed, maintaining a safe buffer away from traffic and always facing oncoming vehicles. After placing the first cone, proceed back to the shoulder and walk to a point perpendicular to where the next cone will be placed, inside the travel lane. Continue toward the emergency vehicle in similar manner, placing cones in the closed traffic lane.

*Note: Follow the path designated by arrows in the illustration on the next page, beginning at near the shoulder and proceeding back toward the blocking vehicle.*

After the incident is cleared, follow the same pattern to retrieve traffic cones.
**Set up sequence →**  

**Take down sequence**

**Taper lengths (see Appendix for illustrations)**

<table>
<thead>
<tr>
<th>Type of Taper</th>
<th>Taper Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merging taper – The number of lanes is reduced on a multilane road</td>
<td>L minimum</td>
</tr>
<tr>
<td>Shifting taper – A lateral shift, no reduction in the number of travel lanes</td>
<td>At least 0.5 L</td>
</tr>
<tr>
<td>Shoulder taper – shoulder is closed</td>
<td>At least 0.33L</td>
</tr>
<tr>
<td>Two-way traffic taper – Opposing directions of traffic share one open lane</td>
<td>50 feet minimum</td>
</tr>
<tr>
<td></td>
<td>100 feet per lane minimum</td>
</tr>
<tr>
<td>Downstream taper – The work area ends and traffic resumes normal driving</td>
<td>50 feet minimum</td>
</tr>
<tr>
<td></td>
<td>100 feet maximum</td>
</tr>
</tbody>
</table>

*Source: Manual on Uniform Traffic Control Devices, 2009 (Federal Highway Administration)*

<table>
<thead>
<tr>
<th>Formulas for L</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Limit</td>
</tr>
<tr>
<td>40 mph or less</td>
</tr>
<tr>
<td>45 mph or greater</td>
</tr>
<tr>
<td>( L ) = Taper Length in feet</td>
</tr>
<tr>
<td>( W ) = Width of offset (lane width or lane shift) in feet</td>
</tr>
<tr>
<td>( S ) = Posted speed limit, off-peak 85th percentile speed in effect before work started, or the anticipated operating speed in mph</td>
</tr>
</tbody>
</table>

---

Idaho Traffic Incident Management  
Revised 2014
Recommended Cone Spacing

<table>
<thead>
<tr>
<th>Type of Tapers</th>
<th>Cone Spacing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merging</td>
<td>1.0 feet x Speed Limit</td>
</tr>
<tr>
<td>Shifting and Shoulder</td>
<td>1.0 Feet x Speed Limit</td>
</tr>
<tr>
<td>One-lane, two-way traffic</td>
<td>20 Feet</td>
</tr>
</tbody>
</table>

Taper length required for closure of a single lane

<table>
<thead>
<tr>
<th>Speed Limit (mph)</th>
<th>Taper Length (in feet) for 12-foot lane</th>
<th>Minimum No. of Cones for Taper</th>
<th>Spacing of Cones Along Taper (in feet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>80</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>25</td>
<td>125</td>
<td>6</td>
<td>25</td>
</tr>
<tr>
<td>30</td>
<td>180</td>
<td>7</td>
<td>30</td>
</tr>
<tr>
<td>35</td>
<td>245</td>
<td>8</td>
<td>35</td>
</tr>
<tr>
<td>40</td>
<td>320</td>
<td>9</td>
<td>40</td>
</tr>
<tr>
<td>45</td>
<td>540</td>
<td>13</td>
<td>45</td>
</tr>
<tr>
<td>50</td>
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</tr>
<tr>
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<td>55</td>
</tr>
<tr>
<td>60</td>
<td>720</td>
<td>13</td>
<td>60</td>
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<tr>
<td>65</td>
<td>780</td>
<td>13</td>
<td>65</td>
</tr>
<tr>
<td>70</td>
<td>840</td>
<td>13</td>
<td>70</td>
</tr>
<tr>
<td>75</td>
<td>900</td>
<td>13</td>
<td>75</td>
</tr>
<tr>
<td>80</td>
<td>960</td>
<td>13</td>
<td>80</td>
</tr>
</tbody>
</table>

Recommended Buffer Area for Operating within an Incident Zone

<table>
<thead>
<tr>
<th>Speed (mph)</th>
<th>Longitudinal Buffer Space</th>
<th>Distance (feet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td></td>
<td>155</td>
</tr>
<tr>
<td>35</td>
<td></td>
<td>250</td>
</tr>
<tr>
<td>45</td>
<td></td>
<td>360</td>
</tr>
<tr>
<td>55</td>
<td></td>
<td>495</td>
</tr>
<tr>
<td>65</td>
<td></td>
<td>645</td>
</tr>
<tr>
<td>75</td>
<td></td>
<td>820</td>
</tr>
</tbody>
</table>

Source: Procedures for Incident Response, Kansas Department of Transportation

4.1.5 Flagging Operations
If time and resources permit, or after an incident that exceeds 24 hours, the following guidelines are recommended.

Remember, for your personal safety while working at an incident on-site, never turn your back on, or put yourself in the path of, moving traffic.
Recommended tools / equipment

- Standard STOP/SLOW paddle is 18-by-18 inches, octagon sign with a five-foot minimum staff (to the bottom of the sign); seven-foot is recommended; fully reflectorized in standard colors
- Two-way radios for two-flagger operations
- Floodlights and flashlight with wand, if flagging at night

Flagging position

- Face oncoming traffic; never turn your back on approaching traffic
- Take a position on the shoulder of the road, near the lane line
- Park vehicle off the road, away from your station
- Remain alert at all times; do not mingle with others; remain standing at all times
- Station at a location in advance of the incident to allow oncoming traffic adequate Decision Sight Distance

High-visibility Safety Apparel

All workers within the right-of-way of a Federal-aid highway who are exposed either to traffic (vehicles using the highway for purposes of travel) or to construction equipment within the work area must wear high-visibility safety apparel.

Daylight hours:

For daytime and nighttime activity, flaggers shall wear high-visibility safety apparel that meets the Performance Class 2 or 3 requirements of the ANSI/ISEA 107–2004 publication entitled “American National Standard for High-Visibility Apparel and Headwear” and labeled as meeting the ANSI 107-2004 standard performance for Class 2 or 3 risk exposure. The apparel background (outer) material color shall be fluorescent orange-red, fluorescent yellow-green, or a combination of the two as defined in the ANSI standard.

The retroreflective material shall be orange, yellow, white, silver, yellow-green, or a fluorescent version of these colors, and shall be visible at a minimum distance of 1,000 feet. The retroreflective safety apparel shall be designed to clearly indicate the wearer as a person.

Non-daylight hours:
For nighttime activity, high-visibility safety apparel that meets the Performance Class 3 requirements of the ANSI/ISEA 107-2004 publication entitled “American National Standard for High-Visibility Apparel and Headwear” and labeled as meeting the ANSI 107-2004 standard performance for Class 3 risk exposure should be considered for flagger wear.

**High Visibility and Safety**

When uniformed law enforcement officers are used to direct traffic within a TTC zone, they shall wear high-visibility safety apparel as described on the previous page.

The purpose is to decrease the possibility of worker fatalities or injuries caused by motor vehicles and construction vehicles and equipment while working within the right-of-way on Federal-aid highways.

Workers are defined as people on foot whose duties place them within the right-of-way of a Federal-aid highway, such as highway construction and maintenance forces, survey crews, utility crews, responders to incidents within a highway right-of-way, and law enforcement personnel when directing traffic, investigating crashes, and handling lane closures, obstructed roadways, and disasters within the right-of-way of a Federal-aid highway.

**5.0 Emergency Vehicles**

Responders must use established procedures for ensuring their safety and that of incident victims and other. Inattention to detail can turn responders into victims. Chapter 6 of the Manual on Uniform Traffic Control Devices offers specific guidelines to protect emergency responders.
5.1 Positioning emergency vehicles
The first vehicle on scene should park at an angle that serves to divert traffic out of the blocked lane(s) and toward the open traffic lane(s). (See "Multi-lane Blocking illustration above and Upstream-Downstream emergency vehicle positioning on next page). Vehicles should be parked on the side of the highway where the incident has occurred. Do not park emergency vehicles on both sides of the highway while allowing traffic to continue driving in the middle.

- If using a fire truck to divert traffic, position it to protect pump operators and controls. They should be on the incident side of the truck and not exposed to traffic from the rear.
- Stage non-critical vehicles on the shoulder approximately 300-500 feet in front of (upstream) of the incident or past the incident (downstream).
- Allow enough of a buffer distance to prevent traffic from knocking emergency vehicles into the work area.
- Advanced warning signs should be placed quickly “upstream” of the incident (See illustration)
- Response vehicles should be positioned according to the spacing guidelines.
Before stepping out of the vehicle and into the incident site, responders should put on Class 2 or Class 3 retro-reflective garments in accordance with standards established by the MUTCD and ITD. Responders should always exit emergency vehicles on the curb side, or non-traffic side of their vehicle if possible.

When operating in or near moving vehicle traffic, always keep in mind the following:

- Never assume your safety
- Do not assume drivers will recognize an emergency incident and drive safely
- Engage in proper protective parking
- Wear high-visibility reflective apparel
- Reduce motorist vision impairment; and
- Use traffic cones and flares

5.1.2 Emergency vehicle lighting

(Source: Manual on Uniform Traffic Control Devices, Chapter 6I; 23 CFR Part 655)

The use of emergency vehicle lighting (such as high-intensity rotating, flashing, oscillating, or strobe lights) is essential, especially in the initial stages of a traffic incident, for the safety of emergency responders, persons involved in the traffic incident, and travelers approaching the incident scene.
Emergency-vehicle lights, however, provide warning only and offer no effective traffic control. It is often confusing to road users, especially at night. Travelers approaching the scene from the opposite direction on a divided highway often find it difficult to determine in advance whether their lane is affected. They also can be distracted by emergency vehicle lights and slow their vehicles to look at the traffic incident, which puts them and drivers following them at risk of becoming involved in a secondary crash.

The use of emergency vehicle lights can be reduced if good traffic control has been established at a traffic incident scene. This is especially true for major traffic incidents that might involve a number of emergency vehicles. If good traffic control is established through placement of advanced warning signs and traffic control devices to divert or detour traffic, then public safety agencies can perform their tasks on scene with minimal emergency-vehicle lighting.

Public safety agencies should examine their policies on the use of emergency vehicle lights, especially after a traffic incident scene is secured, with the intent of reducing the use of the lights as much as possible while not endangering those at the scene. Special consideration should be given to reducing or deactivating forward-facing emergency lights, especially on divided roadways, to reduce distractions to oncoming road users.

Vehicle headlights not needed for illumination, or to provide notice to other road users of the incident response vehicle being in an unexpected location, should be turned off at night.
A.1 Checklist: Initial on-scene assessment

On-scene Assessment

- Are there injuries involved?
- If so, do they appear to be life threatening?
- What is the nature of those injuries?
- Does there appear to be a fatality or multiple fatalities?
- Has there been a release or spill of hazardous materials, or the potential for such spill or release?
- Request a hazmat team and do not enter an area where there appears to be a hazardous gas leak.
- Report information from the placard of a commercial vehicle if one carrying hazardous material is involved in a crash.
- Report as accurately as possible the location of the incident. Report the nearest cross-road, intersection, interchange and mileage marker.
- Determine the accessibility of the site by other responders.
- If the scene is not readily accessible by emergency vehicles, is a medical helicopter necessary? If so, determine the closest, safest landing site and provide that information in your report. (See helicopter landing sites, for more information.)
- Determine the type of tow or rescue truck(s) necessary for removing damaged vehicles. If there is a commercial vehicle involved, provide an accurate description of the vehicle: size, number of axels, number of trailers, whether the vehicle is upright and whether its load or contents have spilled and whether there are special conditions that will complicate its removal. Note requirements for possible hazardous materials spill.
Request the tow truck or recovery vehicle services needed early in your assessment. It is essential to have the right equipment dispatched and available on the scene early to ensure quick clearance of the incident.
**A.2 Checklist: Managing an incident scene**

**On-scene Management**

- The first vehicle on scene should park at an angle that diverts traffic out of the blocked lane(s) and out toward the open traffic lane(s). Park vehicles on the same side of the roadway as the incident that has occurred, stage non-critical vehicles on the shoulder approximately 300 to 500 feet in front of or past the incident.

- Approach the incident safely and with caution.

- Review the scene to be sure that hazardous materials are not present. Note: If the incident appears to be hazmat-related, refer to the Hazmat Manual and contact the Idaho State Communications Center immediately: 1-800-632-8000 or (208) 846-7610.

- Provide initial first aid and emergency response support as necessary; assist those in immediate danger and distress; request additional emergency services.

- Set up temporary traffic control using flares or cones until adequate traffic control equipment arrives.

- Obtain critical vehicle information from each vehicle involved, such as gross vehicle weight, make/model, vehicle condition, location within the incident scene.

- Contact the State Communications Center or Idaho State Police dispatch center to arrange for emergency medical services, a hazmat team (if required), and tow/wrecker service.

- Set up long-term traffic control if the incident is expected to last more than two hours. ITD must be notified of blockages or closures on interstate highways or state highways that are expected to last more than **two hours**.

- Use appropriate tapers, cones/barricades, lights and flaggers (if needed). Heavy duty tow companies are required to perform traffic control at the incident where the recovery operation is expected to last longer than **one hour**. Request a tow truck early in the incident response to ensure services are available when needed.

- Review alternate route options and/or set up a detour if needed.
A.3 Checklist: Incident Dispatch Information

Dispatcher Incident Checklist (example)

All dispatch centers receiving information regarding highway traffic incidents should collect and document as much of the following information as possible. If received by phone, keep the reporting party on the line as long as necessary to obtain this information and dispatch appropriate resources. Notify ITD of all incidents on state and federal highways through the Idaho State EMS Communications Center at 1-888-575-2666.

Date: _____________________  Day of week: ___________________  Time: ________________
Dispatcher # _____________________  Highway/route number ________________
Location/milepost/nearest town ____________________________________________
Injuries/fatalities? YES NO  Extrication required? YES NO
Number of injuries____________________  Condition of victims? ________________
________________________________________________________________________
________________________________________________________________________
Medical helicopter required/dispatched? YES NO  Time dispatched:_______________
Responding helicopter service _____________________________________________

Vehicle information

Number of vehicles involved __________  Number of lanes blocked ____________
License plate numbers ________________  License plate numbers ________________
License plate numbers ________________  License plate numbers ________________
Lanes blocked? YES NO SHOULDER  Cargo spilled? YES NO
Reporting individual’s name/phone number ______________________________________
________________________________________________________________________
________________________________________________________________________

Towing/rescue information

Are keys in the vehicle? YES NO  If not, are they available? YES NO
Year, Make, Model to be towed ________________________________________________
<table>
<thead>
<tr>
<th><strong>Highway information</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of incident or situation</td>
<td>Location</td>
</tr>
<tr>
<td>Road conditions</td>
<td>Weather conditions</td>
</tr>
<tr>
<td>Traffic control needed? <strong>YES</strong> <strong>NO</strong></td>
<td>Hazardous materials spilled? <strong>YES</strong> <strong>NO</strong></td>
</tr>
<tr>
<td>Type of hazardous material spilled/released</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hazardous materials information</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a hazmat team been dispatched? <strong>YES</strong> <strong>NO</strong></td>
<td>Time:</td>
</tr>
<tr>
<td>Has the area been evacuated? <strong>YES</strong> <strong>NO</strong></td>
<td></td>
</tr>
<tr>
<td>Location of evacuees</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Response level</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minor:</strong> An incident that takes 30 minutes or less to detect and to fully restore traffic</td>
<td></td>
</tr>
<tr>
<td><strong>Intermediate:</strong> An incident that takes 30 minutes to two hours to detect and to fully restore traffic</td>
<td></td>
</tr>
<tr>
<td><strong>Major:</strong> An incident that takes more than two hours to detect and to fully restore traffic</td>
<td></td>
</tr>
</tbody>
</table>
**A.4 Checklist: Requesting a tow truck, rescue vehicle**

**Requesting Tow, Rescue Vehicle**

Call for towing/removal assistance if the following supporting services are required during an incident response:

- Removal of disabled vehicle(s) and/or cargo from the roadway
- Transportation for the uninjured vehicle occupants; and/or
- Clearance of the crash debris from the roadway

By providing a description of the vehicle(s) and the scene, the towing service provider can better mobilize the appropriate equipment to respond.

Information to provide dispatchers when requesting vehicle removal assistance:
Vehicle location
- Direction of travel ________________________________
- Proximity to major intersection or mile post marker _______________________
- Which shoulder? ________________________________________________________
- Distance off of roadway ________________________________________________
- Access to the scene, number of lanes or ramps closed ________________________

Vehicle description
- Make and model _________________________________________________________
- Camper or trailer attached YES or NO
- Double or triple trailer _________________________________________________
- Box truck length _______________________________________________________ 

Vehicle condition
- Vehicle upright or rolled over? YES or NO
- Flat/missing tires YES or NO
- If YES, how many and which tire(s)? ______________________________________
- Broken axels? YES or NO
- Trailers connected to semi-tractor? YES or NO
- Is the vehicle still on the roadway? YES or NO
- Are the keys with the vehicle? YES or NO

For all commercial vehicles
- How many axles does the truck have? _______________________________________
- Is trailer loaded? YES or NO
- What is the estimated weight of truck and/or cargo? _________________________
- What is the estimated length of truck and/or cargo? _________________________
- What cargo was being transported? _______________________________________
- Is the cargo organized on pallets? YES or NO
- If so, is cargo dislodged from the pallet? YES or NO
- Is HAZMAT involved? YES or NO

Note: The Regional Communications Center Officer (RCO) may relay information to tow/rescue truck operators about damage, cargo, or location/position that can require special handling; however, neither the on-scene police officer nor the dispatch/communications center operator should specify what equipment the tow truck company might need in response to special handling circumstances. Leave that decision to the removal operators, based on the above report.

(For illustrations of vehicle size, weight and number of axles, see Appendix G.6, Pages 47, 48.)
B.1 Idaho’s Quick Clearance Law

Title 49: Motor Vehicles
Chapter 13, Accidents

49-1301. Accidents involving damage to vehicle
(1) The driver of any vehicle involved in an accident, either on public or private property open to the public, resulting only in damage to a vehicle which is driven or attended by any person shall immediately stop the vehicle at the scene of the accident, or as close as possible, and shall immediately return to, and in every event shall remain at, the scene of the accident until he has fulfilled the requirements of law.

(2) For any accident which occurs on a divided, controlled-access highway or interstate highway of the state highway system, a stop as required by subsection (1) of this section shall be made by moving the vehicle into a safe refuge on the shoulder, emergency lane or median whenever such moving of a vehicle may be done safely and the vehicle is capable of being normally and safely driven, does not require towing, and may be operated under its own power in its customary manner without further damage or hazard to itself, to the traffic elements or to the roadway.

(a) For any other highway, a stop as required by subsection (1) of this section shall be made without obstructing traffic more than is necessary.
(b) The driver or any other person who has removed a motor vehicle from the main-traveled part of the road as provided in this subsection before the arrival of a law enforcement officer shall not be considered liable or at fault regarding the cause of the accident solely by reason of moving the vehicle pursuant to this subsection.

(3) Any person failing to stop or to comply with the requirements under these circumstances shall be guilty of a misdemeanor.

(4) The department shall revoke for a period of one (1) year the driver's license, privileges or permit to drive, or the nonresident operating privilege, of any person convicted of a violation of the provisions of subsection (1) of this section.

(5) Nothing herein shall be construed to interfere with the duty of any city, county or state police officer to investigate and detect crime and enforce the penal, traffic or highway laws of this state or any political subdivision.
B.2 Idaho’s “Move Over” Law

Title 49: Motor Vehicles
Chapter 6, Rules of the Road

49-624. Driver duty upon approaching a stationary police vehicle or an authorized emergency vehicle displaying flashing lights. The driver of a motor vehicle, upon approaching a stationary police vehicle displaying flashing lights or an authorized emergency vehicle displaying flashing lights shall:

(1) If the driver is traveling on a highway with two (2) or more lanes carrying traffic in the same direction, immediately reduce the speed of his vehicle below the posted speed limit, proceed with due caution and, if traveling in a lane adjacent to the stationary police vehicle displaying flashing lights or the authorized emergency vehicle displaying flashing lights, change lanes into a lane that is not adjacent to such vehicle as soon as it is possible to do so in a manner that is reasonable and prudent under the conditions then existing, with regard to actual and potential hazards.

(2) If the driver is traveling on a highway with one (1) lane for each direction of travel, immediately reduce the speed of his vehicle below the posted speed limit, and maintain a safe speed for the road, weather and traffic conditions until completely past the stationary police vehicle or authorized emergency vehicle.
C.1 Incident Command System

Incident Command System (ICS) Overview
Federal Emergency Management Agency

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private
- Establishes common processes for planning and managing resources

ICS is flexible and can be used for incidents of any type, scope and complexity. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.

ICS is used by all levels of government—federal, state, tribal and local—as well as by many nongovernmental organizations and the private sector. ICS is also applicable across disciplines. It is typically structured to facilitate activities in five major functional areas:

- Command
- Operations
- Planning
- Logistics, and
- Finance/Administration

All of the five functional areas may or may not be used based on the incident.

Intelligence/investigation is an optional sixth functional area that is activated on a case-by-case basis.

As a system, ICS is extremely useful. Not only does it provide an organizational structure for incident management but it also guides the process for planning, building, and adapting that structure. Using ICS for every incident or planned event helps hone and maintain skills needed for large-scale incidents.
C.2 National Incident Management System (NIMS)

National Incident Management System (NIMS) Overview
Federal Emergency Management Agency

The National Incident Management System (NIMS) is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards—regardless of cause, size, location, or complexity—to reduce loss of life, property and harm to the environment. The NIMS is the essential foundation to the National Preparedness System (NPS) and provides the template for the management of incidents and operations in support of all five National Planning Frameworks.

Five mission areas:

- Prevention
- Protection
- Mitigation
- Response, and
- Recovery

The purpose of the NIMS is to provide a common approach for managing incidents. The concepts provide for a flexible but standardized set of incident management practices with emphasis on common principles, a consistent approach to operational structures and supporting mechanisms, and an integrated approach to resource management.

Incidents typically begin and end locally, and they are managed daily at the lowest possible geographical, organizational, and jurisdictional level. There are other instances where success depends on the involvement of multiple jurisdictions, levels of government, functional agencies, and/or emergency-responder disciplines.

These instances necessitate effective and efficient coordination across this broad spectrum of organizations and activities. By using NIMS, communities are part of a comprehensive national approach that improves the effectiveness of emergency management and response personnel across the full spectrum of potential threats and hazards (including natural hazards, terrorist activities, and other human-caused disasters) regardless of size or complexity.
C.3 Incident Traffic Control Overview

Temporary Traffic Control during a Highway Incident

This overview is composed of excerpts from the Manual on Uniform Traffic Control Devices (MUTCD), Chapter 61, Control of Traffic Through Traffic Incident Management Areas, adopted by the state of Idaho. For more details on traffic control devices, refer to the MUTCD.

Note: Whenever the acronym “TTC” is used, it refers to “temporary traffic control.”

The needs and control of all road users through a Temporary Traffic Control zone shall be an essential part of highway management of traffic incidents.

A traffic incident is an emergency road user occurrence, a natural disaster, or other unplanned event that affects or impedes the normal flow of traffic.

A traffic incident management area is an area of a highway where temporary traffic controls are imposed by authorized officials in response to a road user incident, natural disaster, hazardous material spill, or other unplanned incident. It is a type of TTC zone and extends from the first warning device (such as a sign, light, or cone) to the last TTC device or to a point where vehicles return to the original lane alignment and are clear of the incident.

Traffic incidents can be divided into three general classes of duration, each of which has unique traffic control characteristics and needs. These classes are:

- **Minor** – expected duration of less than 30 minutes
- **Intermediate** – expected duration of 30 minutes to two hours; and
- **Major** – expected duration of more than two hours

The primary functions of TTC at a traffic incident management area are to move road users reasonably safely and expeditiously past or around the traffic incident, to reduce the likelihood of secondary traffic crashes, and to preclude unnecessary use of the surrounding local road system.

In order to reduce response time for traffic incidents, highway agencies, appropriate public safety agencies (law enforcement, fire and rescue, emergency communications, emergency medical and other emergency management) and private-sector responders (towing and recovery and hazardous materials contractors) should mutually plan for occurrences of traffic incidents along the major and heavily traveled highway and street system.

On-scene responders should be trained in safe practices for accomplishing their tasks in and near traffic. Responders always should be aware of their visibility to oncoming traffic and take measures to move the traffic incident as far off the traveled roadway as possible or to provide for appropriate warning.

Responders arriving at a traffic incident should, within 15 minutes of arrival on-scene, estimate the magnitude of the traffic incident, the expected duration of the traffic incident, and the expected vehicle queue length, and then should set up the appropriate temporary traffic controls for these estimates.
### D.1 Roles and Responsibilities

**Functional Roles and Organizational Responsibilities**

**Functional Roles**

#### Stakeholder Duties and Responsibilities

<table>
<thead>
<tr>
<th>LAW ENFORCEMENT</th>
<th>Fire and Rescue</th>
<th>Emergency Medical Services (EMS)</th>
<th>Emergency Management Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secures incident scene</td>
<td>Protects incident scene</td>
<td>Secures Incident Scene</td>
<td>Coordinates government response and resources</td>
</tr>
<tr>
<td>Performs first-responder duties</td>
<td>Contains or mitigates a hazardous materials release</td>
<td>Performs first-responder duties</td>
<td>Coordinates response from other state and federal agencies</td>
</tr>
<tr>
<td>Assists responders in accessing the incident scene</td>
<td>Rescues/extricates victims</td>
<td>Establishes emergency access routes</td>
<td>Provides technical expertise</td>
</tr>
<tr>
<td></td>
<td>Extinguishes fires</td>
<td>Controls arrival and departure of incident responders</td>
<td>Provides evacuation recommendations</td>
</tr>
<tr>
<td></td>
<td>Responds to and assesses incidents involving a hazardous materials release</td>
<td>Supports unified command, as necessary</td>
<td>Facilitates communication and coordination across jurisdictions</td>
</tr>
</tbody>
</table>
### Functional Roles

#### Stakeholder Duties and Responsibilities, Continued

<table>
<thead>
<tr>
<th>TRANSPORTATION AGENCIES</th>
<th>May perform first-responder duties (service patrol)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highway maintenance</td>
<td>May perform first-responder duties (service patrol)</td>
</tr>
<tr>
<td>Operates service patrols</td>
<td>Clears minor incidents (service patrol)</td>
</tr>
<tr>
<td>Protects incident scene</td>
<td>Performs incident detection and verification (service patrol)</td>
</tr>
<tr>
<td>Implements traffic control strategies and provides supporting resources</td>
<td>Develops and operates alternate routes</td>
</tr>
<tr>
<td>Monitors traffic operations</td>
<td>Assesses and performs emergency roadwork and infrastructure repair</td>
</tr>
<tr>
<td>Disseminates motorist information</td>
<td>Assumes role of Incident Commander, if appropriate</td>
</tr>
<tr>
<td>Mitigates incidental vehicle fluid spill confined to roadway</td>
<td>Supports unified command, as necessary</td>
</tr>
<tr>
<td>Assesses and directs incident clearance activities</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOWING AND RECOVERY</th>
<th>Mitigates non-hazardous material spills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovers vehicles and cargo</td>
<td>Mitigates non-hazardous material spills</td>
</tr>
<tr>
<td>Removes disabled or wrecked vehicles and debris from incident scene</td>
<td>Supports unified command, as necessary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DISPATCH AGENCIES</th>
<th>Activates Dynamic Message Signs, if appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive emergency and non-emergency phone calls</td>
<td>Activates Dynamic Message Signs, if appropriate</td>
</tr>
<tr>
<td>Dispatches appropriate response agency to emergency and non-emergency incidents</td>
<td>Provide telecommunications for bridge and conference calls</td>
</tr>
<tr>
<td>Monitor and assist response agencies in relaying communications to other agencies</td>
<td>Enters information and updates as necessary on Idaho’s 511 Traveler Information website (State Comm.)</td>
</tr>
<tr>
<td>Activation of the Emergency Alert System, if appropriate</td>
<td></td>
</tr>
</tbody>
</table>

### D.2 Organizational Responsibilities

**Organizational Responsibilities**

The Idaho Traffic Incident Management plan (TIM) requires the coordinated efforts of all signatory agencies.

**Responsibilities common to all agencies**

1. Designate agency personnel who are available and capable of responding to transportation incidents.
2. Contact the Idaho State EMS Communications Center (State Comm.) at 1-888-575-2666 to report transportation incidents that require significant assistance from other first-response agencies and to activate 511 Traveler Information system updates.

3. Adhere to the provisions and procedures of the Idaho Traffic Incident Management plan

4. Establish a technical advisory workgroup to address response-related problems within the agency’s area of expertise, as needed.

5. Channel on-site news media communications through the incident commander of his/her designated public information officer.

6. Cooperate with the directions of the incident commander for on-site emergency response activities.

7. Cooperate in developing qualified response support personnel.

8. Educate and train employees in traffic incident response on a continuing basis. The first priority of training is protection of public and employee health and safety.

9. Participate in after-action reports of traffic incidents to aid in future prevention and improved emergency response.

10. Participate in periodic traffic incident drills and/or exercises.

11. Require each employee designated to be involved with traffic incident response to review the Idaho Traffic Incident Management plan on an annual basis.
D.3 Organizational Responsibilities

Organizational Responsibilities of State Agencies

Idaho State Police
1. Coordinate with local law enforcement agencies and all other agencies to provide law enforcement support including: traffic control, evacuation routes, crowd control, and site security.
2. If requested by local first-response authorities, assume the incident command role at all incidents on interstate, U.S., and state numbered routes, including rights-of-way, and in other areas designated by local response personnel.
3. Provide a transportation enforcement coordinator, designated by, and reporting to, the incident commander.
4. Investigate transportation-related incidents as part of civil and criminal enforcement responsibilities.
5. Provide a multi-jurisdictional communications link.

Idaho Transportation Department
1. Assist in traffic control, detours, and incident site access, including debris removal (excluding accident debris) from highways and roads and emergency road repairs.
2. Assist in providing transportation of essential personnel and equipment.
3. Provide road closure authority for state highway system.
4. Implement the ITD “Emergency Highway Regulations” during a major emergency as needed. Regulations are available at any ITD district office.
5. Enforce statutes within the Motor Carrier Act as necessary.

Executive Office of the Governor – Military Division
Idaho Bureau of Homeland Security
1. Coordinate all state activities when a state disaster declaration is imminent or declared, or the support limits of the Idaho Traffic Incident Management plan are exceeded.
2. Coordinate all requests for a Governor's Declaration of Emergency or Disaster.
3. Coordinate all requests for Idaho Army National Guard support.
4. Assist local governments and their disaster agencies to establish and operate training programs and programs of public information.
5. Maintain a register of search and rescue organizations, units, teams, or individuals with specific areas of expertise within the state.
6. Provide technical assistance to, and cooperate with, local emergency planning committees (LEPCs), and with state emergency response training programs.
7. Advise, consult, and cooperate with agencies of state and federal government, other states, cities, counties, tribal governments, and others concerned with emergency response incidents.
8. Coordinate hazardous materials response activities.
D.4 Traffic Incident Management plan

Idaho State EMS Communications Center (State Comm.)
Traffic Incident Management plan

Incident responsibilities
The mission of the Idaho State EMS Communications Center is to provide high-quality and efficient communications support for the public, government agencies and emergency responders through the coordination of resources contributing to the health and safety of Idaho citizens and communities. State Comm. is a program within the Idaho EMS Bureau under the direction of the Idaho Department of Health and Welfare. State Comm. serves a unique role in Idaho, functioning as a key partner with ITD for operations and incident management on a statewide basis, including dispatching of ITD personnel and equipment and activating dynamic message signs (DMS) and 5-1-1 alerts and updates. State Comm. is co-located with the Idaho State Police in Meridian, Idaho, and operates on a 24-hour basis daily.

Emergency contact and coordination
The Idaho State EMS Communications Center is a statewide center that uses mountaintop radio transmitters and a statewide microwave system to ensure communications in most areas of the state. State Comm. has direct communication with all EMS providers throughout the state and with numerous cooperating agencies, public and private. It functions as a focal point for communication on major incidents. The following procedure will be used by State Com.:

1. State Comm. is the primary communications link for the Idaho Transportation for 24-hour dispatch services and public safety response.
2. State Comm. will obtain all pertinent information regarding traffic incidents.
3. It will coordinate responses to hazardous materials incidents throughout Idaho.
4. A conference call or bridge call can be established at any time during an incident to efficiently communicate pertinent information to all agencies simultaneously.
5. Using the teleconference bridge, the incident commander will access information from agencies involved to make a decision to classify the incident.
6. State Comm. will provide notifications to all agencies as requested.
7. It will post messages to ITD-owned DMS on behalf of the department and has access to all DMS statewide for information dissemination concerning incidents, road closures, weather events, disasters, and AMBER Alerts.
8. State Comm. monitors and assists EMS providers and hospitals statewide with emergency radio communications, including medical control assistance.
9. The center shares data with the Idaho Bureau of Homeland Security, Idaho Department of Health and Welfare, district health departments, the Idaho Department of Fish and Game, air medical response agencies, law enforcement, fire departments, and other state, local and government agencies in response to public and government requests.
10. State Comm. will provide additional assistance as requested.
D.5 Traffic Incident Management plan

Idaho State Police
Traffic Incident Management plan

Incident responsibilities
The Idaho State Police (ISP) has the statutory duty, outlined by Idaho Code Section 19-4804, to (a) enforce all of the penal and regulatory laws of the state; (b) require the persons using the highways to do so carefully; and (c) protect the physical portions of the highway and enforce laws promoting highway safety. Additionally, Idaho Code Section 67-2905 charges the Idaho State Police with the enforcement of the motor carrier safety and hazardous materials rules promulgated under Idaho Code Section 67-2901A.

ISP provides statewide public safety services through patrol activities; law enforcement actions; forensics laboratory analysis of evidence submitted by all Idaho law enforcement agencies from crime scenes; maintenance of criminal history records, a variety of registries, hot lines, and the Idaho Law Enforcement Telecommunications System (ILETS) network; and connectivity to national public safety databases.

A member of the Idaho State Police often is the first law enforcement officer to arrive at the scene of a traffic incident on the highways in Idaho. Upon notification of any traffic incident, ISP will respond according to its established policy. If a local law enforcement officer(s) is the first on the scene of an incident, he/she will fulfill the role of ISP and establish coordination with ISP until a state officer arrives.

A direct telephone call to any ISP regional office can initiate the state police response; however, ISP dispatch centers are designated 9-1-1 public safety answering points. They receive **“ISP”** cell phone calls, and direct-dial emergency calls. ISP provides a mobile command post to support responses to incidents and special field operations as a temporary dispatch post when required.

State police level of response depends on the magnitude of the incident. ISP troopers respond to investigate criminal and civil law violations, and to provide assistance and service to motorists.

ISP vehicles generally contain the following emergency equipment:
- Cellular telephones (limited number)
- Radio communications capabilities anywhere in Idaho
- Emergency first aid supplies
- Blankets
- Traffic cones
- Emergency fuses
- Jumper cables
- Fuel transfer kits
- Push bumpers
- Water rescue ropes and floats
- Fire extinguishers
- Laser measuring devices
Radiation monitoring (commercial vehicle/hazardous material specialist inspectors)
Gas monitoring (hazardous material specialist inspectors)
Level A, B, C protective clothing (hazardous materials specialist)
Self-contained breathing apparatus (SCBA) (hazardous materials specialist)

State police troopers can provide the following emergency services at traffic incidents:
- First aid to the injured
- Transportation of victims to their home or a safe place
- Traffic control
- Emergency tire changes
- Complete incident investigations
- Arrest drivers under the influence of alcohol/drugs and others suspected of violating the law
- Provide fuel for those who run out of gasoline for their vehicles
- Provide the transportation enforcement coordinator for traffic incidents involving regulated vehicles and hazardous materials
- Fulfill duties of the local emergency response authority for traffic incidents involving hazardous materials if so designated or by default
- Crash scene reconstruction
- Notification of family or workplace for those involved in the incident
- Contact authorized towing service
- Other emergency actions as required

For key ISP telephone numbers, see Appendix, Pages A-50, A-51)
D.6 Traffic Incident Management plan

Idaho Transportation Department
Traffic Incident Management plan

Incident responsibilities
The ITD mission is “Your Safety. Your Mobility. Your Economic Opportunity.” Toward that end, ITD operates a transportation that provides safe and reliable transportation that moves people and products and contributes to the state’s economic prosperity.

Resources and capabilities
ITD’s intended level of incident response involvement generally is limited to traffic control, including signs, barricades, flagging operations, and highway closures, assisting in non-hazardous material cleanup, clearance of debris, highway damage repair, and maintenance activities.

ITD can assist other state agencies and local governments in the evacuation of citizens if necessary to protect human life. By state statute, only ITD has the authority to close a state-numbered or U.S.-numbered highway in Idaho. Call the appropriate ITD district office (see H. 1. Page 50 for phone numbers and addresses.)

Incident response units
ITD operates several incident response trucks on Interstate 84 in the Treasure Valley, Mondays through Fridays, usually between 6 a.m. and 9 a.m. and in the afternoons between 3 p.m. and 6 p.m. to assist motorists and to ensure safe, uninterrupted traffic flow. The highest priority of operators is traffic control; it is dispatched through the ISP in Meridian. The units are prepared to render the following services:

- Accident traffic control
- Fuel for disabled vehicles
- Movement of disabled vehicles to the highway shoulder
- Jump-start dead batteries
- Flat tire changes
- Minor auto repairs
- Telephone for special assistance
- Transport motorists to a safe place
- Radiator coolant
- Small tools for emergency repairs
- Clear the travel lanes of debris and obstructions

ITD incident notification
When an incident affecting a state highway occurs or there are hazardous conditions that could affect safe travel, contact the appropriate district engineer or his/her representative directly. ITD staff can be reached 24 hours per day by calling district offices or through State Comm. At 1-888-575-2666 (ITD only).
D.7 Traffic Incident Management plan

Bureau of Homeland Security (BHS)
Traffic Incident Management plan

Incident responsibilities
The mission of the Bureau of Homeland Security (BHS) is to save lives and limit human suffering, injury to wildlife, damage to natural resources, private and public property, the environment, and the economy as a result of natural and human-caused disasters. Responses include, but are not limited to: terrorism, the use of weapons of mass destruction, hazardous materials, and cybersecurity. BHS also is responsible for planning and training exercises that support the U.S. Department of Homeland Security and the Federal Emergency Management Agency (FEMA).

Available resources and capabilities
Emergency management is organized analysis, planning, decision-making, and assignment of available resources to mitigate (lessen the effect of or prevent), prepare for, respond to, and recover from the effects of all hazards. The goal of emergency management is to save lives, prevent injuries, and protect property and the environment if an emergency occurs.

The State Disaster Preparedness Act designates BHS at the state level and designates the counties at the local level for the responsibilities of emergency management. BHS operates as part of the Military Division with the adjutant general as its bureau chief. It is organized under Idaho’s executive branch and the governor.

When a disaster exceeds local resources and capacity to adequately respond, supplemental assistance is provided through the resources of the state of Idaho, upon a disaster declaration from the governor. When the state’s capabilities are exceeded, the governor can request assistance from the federal government through the Region X FEMA office. The assistance is available after a formal Presidential Disaster Declaration.

Area field offices
BHS maintains six area field offices to provide direct assistance to Idaho counties. The offices are located in Coeur d’Alene, Lewiston, Boise, Twin Falls, Pocatello, and Idaho Falls. Area field officers work closely with county emergency managers, commissioners, mayors, emergency response agencies, volunteer organizations, and the public to prevent or limit damage from disasters through mitigation programs, and to prepare communities to respond to and recover from the damage caused by human-caused and natural disasters.

Regional response teams
Idaho’s regional response teams were created as support units for hazardous materials incidents that exceed the resources of local response agencies. Each hazardous materials regional response team consists of three five-person response units that provide 24-hour coverage, seven days a week. Each unit consists of a team leader, assistant leader, intensive care paramedic, and two firefighters. The specially trained teams are based out of fire departments in Boise, Nampa/Caldwell, Lewiston, Pocatello, Coeur d’Alene, the Twin Falls area, and Idaho Falls/ Jefferson County. They can provide the following services:
Emergency response anywhere in Idaho, or upon special request to adjoining states; capable of either ground response or fly-in response and can be in almost any part of Idaho within a few hours.

- Provide from two to five specialized technical support personnel and up to 10 responders upon special request for serious releases.
- Provide specialized equipment, resource information, and instrumentation to assist local responders.
- Sample unknown chemicals remotely and safely and to do field testing for identification, often with immediate results.
- Contain, neutralize, overpack, and prepare for the disposal of many isolated spilled chemicals.
- Transfer loads up to 100 gallons per minute or assist transfer teams in larger operations from unsafe storage containers.
- Provide advanced life support to victims of chemical releases, including on-scene rescuers and prepare them for transport without contaminating ambulances or medical facilities.
- Provide expertise on current wet or dry decontamination techniques for people and equipment at incidents.
- Provide and set up booms for spill containment in waterways.
- Assist in training, emergency planning, and disaster drills for industry and communities.
- Assist in the cleanup of spills that require the highest levels of protection.
- Assist with obtaining contractors for cleanup efforts.
- Provide technical expertise that includes specialists, chemists, and resource individuals to assist in on-scene operation set-up for local responders.

To activate the regional response teams, contact State Comm. at 1-800-632-8000.

Upon placing a call to the dispatch center, callers will be required to provide the following information:
- Name of reporting person
- Call-back telephone number
- Location of the incident
- Summary of the situation
- Material identification (if known)
- Placard information from trucks/trailers or fixed facilities
- Quantity of material released (if known)
- Injuries or contamination/exposure (if known)

Requests for regional response team assistance will be provided through:
- State Bureau of Homeland Security
- Local emergency response authorities
- On-scene incident commanders
- Private organizations, firms having prearranged agreements

BHS 24-hour emergency response through its duty officer is available by contacting State Comm. at: 1-800-632-8000. The office phone number is (208) 334-3460.
D.8 Traffic Incident Management plan

Towing and Recovery Services
Traffic Incident Management plan

 Incident responsibilities
The Idaho Towing and Recovery Professionals Association (ITRP) ITRP was established to provide a means of united efforts in the solution of common problems, and to administer such action as might be deemed necessary to benefit the individual, and to communicate with government agencies on a state and local basis.

It promotes training and minimum standards for tow truck and rescue truck operators in Idaho. The organization is committed to working with state and local agencies in responding to traffic incidents.

Available resources and capabilities
1. ITRP response is for the removal of abandoned and/or damaged vehicles under the direction of law enforcement officers and the clean-up of debris from incidents, excluding hazardous materials.
2. ITRP (those who have met ITRP standards for equipment and training) will assist in extrication and/or evacuation to save lives
3. ITRP supports cross-training with fire, police, and EMS professionals to help bridge the communication gap and to promote the quick and safe clearance of highway incidents.

For more information about the association, visit its website: http://www.idahotowers.org/
D.9 Traffic Incident Management plan

Ada County Highway District
Traffic Incident Management plan

Incident responsibilities
During interstate incidents, the Ada County Highway District’s primary function is to maintain smooth traffic flow on parallel arterials that support the safe, efficient movement of vehicles diverted from state highways or interstate highways.

Available resources
The highway district can assist in establishing signs, coordinate signal operations, incident cleanup, and other maintenance duties if requested by the incident commander.

Contact information
- ACHD Traffic Management Center, signal operations and DMS control (7 a.m. to 5:30 p.m.), (208) 387-6195
- After-hours signal operations (5:30 p.m. to 7 a.m.), (208) 890-9729
- Maintenance and operations (maintenance equipment and sweepers), (208) 387-6325
D.10 Traffic Incident Management plan

Local Agencies
Traffic Incident Management plan
(Template for Planning Purposes)

This template provides guidance for local agencies to develop and complete their own local or regional plan for guiding responses to traffic incidents.

Local agencies may include, but are not limited to:
- Law enforcement agencies
- Fire and/or rescue departments
- Emergency response units
- County sheriff's departments
- Regional response teams
- Local highway agencies, departments, and districts
- Local emergency response agencies
- County and local emergency/disaster coordinators

Incident responsibilities
The agency's role and general responsibilities related to traffic incidents or emergencies

Responsibilities may include, but are not limited to:
- Traffic enforcement
- Medical assistance
- Emergency medical services
- Traffic control
- Incident command
- Crash investigation/reconstruction
- Detour routing
- Firefighting
- Extrication
- Air medical coordination
- Vehicle clearance and removal
- Hazardous materials capabilities
- Search and rescue capabilities
- Site cleanup

Available resources and capabilities
- Include an inventory of equipment material and services that can be available for responding to a traffic incident

Emergency contact information
- Office telephone number and hours
- After-hours contact information
- Duty officers
E. 1 Traffic Incident Management Training

**Training Specifications**

Each responding agency must determine what level of response and training is appropriate. In-state programs with applicable classes include the Peace Officers Standards and Training Academy, the Emergency Services Training program of the Division of Professional Technical Education, and the incident management workshops offered by the U.S. Department of Transportation, National Highway Institute (NHI).

Trainers who take a special course from the Federal Highway Administration will begin offering local traffic incident management classes to transportation officials, law enforcement officers, firefighters, emergency medical technicians, tow/rescue truck operators, and other interested individuals.

Training first responders how to properly protect their work areas while clearing wreckage and freeing crash victims, FHWA’s “Traffic Incident Management” course helps to protect emergency workers and reduce traffic congestion caused by highway crashes. The course is part of FHWA’s ongoing “Every Day Counts” initiative, which promotes a more effective, multi-agency incident response and improves safety for all first responders.

FHWA introduced the “train-the-trainer” course in 2012. Since then, training sessions held at various locations nationwide have prepared more than 50,000 firefighters and other first responders. The course is a central component to the safety mission of the Strategic Highway Research Program, a large-scale cooperative research program funded by Congress and administered by FHWA in coordination with the American Association of State Highway and Transportation Officials (AASHTO) and the Transportation Research Board (TRB).

FHWA plans to conduct at least one training course in every state, including Washington D.C. and Puerto Rico, in 2014 – training thousands of first responders, including more than 3,500 instructors who train state traffic incident response teams. The goal is to train more than one million responders over the next decade to improve safety and traffic flow.

**Courses**

**NIMS Incident Command System (ICS) training:** ICS is designated by the National Incident Management System as the standard organizational system for on-scene incident command and management. Highway incidents occur at random and create unique working scenarios. ICS training and the use of ICS on incidents overcome many challenges by establishing standard operating procedures and consistency among agencies.

The use of ICS by all agencies and individuals in emergency response is the best way to ensure that when an incident occurs, it is resolved safely, quickly, and effectively.

It is highly recommended that all agencies responding to highway incidents be trained in ICS. The training is available through the Idaho Institute of Emergency Management (www.idahoprepares.com) and as an online, independent study course by the Federal Emergency Management Agency.
Incident management workshop: The training is offered by the U.S. Department of Transportation – NHI. The two-day course addresses the concepts and technologies of incident management and focuses on the safety and operational efficiency of responding agencies. It provides suggestions for breaking down administrative barriers that can hinder interagency cooperation and collaboration.

Incident commander training: The course is available through the Idaho Emergency Services Training program. It is a two-day course designed to train first responders to use, deploy, implement, and/or function within a departmental ICS environment. The program addresses the need for incident management systems, an overview of the structure and expandability of ICS, an understanding of the command skills needed by departmental officers to effectively use ICS, guidelines and scenario practice on how to apply ICS, and guidelines and resource information for setting up and implementing a departmental ICS.

Basic traffic control/basic traffic control refresher: The course can be taken either as an introductory or refresher class. Upon completion, participants will be able to:
- Understand the requirements of national standards for work zone traffic control
- Become familiar with work zone traffic control devices
- Learn the five parts of a traffic control zone
- Learn to use the handbook *Work Zone Safety: Guidelines for Construction, Maintenance, and Utility Operations* to set up work zone traffic control for typical short-term stationary, short duration measures, and mobile operations
- Learn how pedestrians, workers, and flaggers are considered in work zone traffic control
- Become aware of legal liability problems associated with work zone traffic control

Towing certification training: The training includes multiple levels of certification for towing and recovery operations.

“Wreckmaster” Incorporated is a contract training company that offers the following:
- Level 2/3, provides training for students to learn recovery, moving, towing cars/trucks, upright and upset, with or without wheels, and how to incorporate predictability and efficiency as well as the correct towing vocabulary.
- Level 4/5 includes information required to successfully move vehicles from soft surfaces and embankments with grades.
- Level 6/7 provides more instruction on moving or up-righting exotic, unusual, or loaded recoveries, including end rolls.
- Level 8/9, teaches operators the art of difficult or delicate situations, regardless of the position, location or circumstance.

See the ”Wreckmaster“ website at: [www.wreckmaster.com/spint.htm](http://www.wreckmaster.com/spint.htm)

Towing and Recovery Association of America Inc. (TRAA) provides tow truck specifications to assist in standardizing the equipment and its capabilities. TRAA also developed a National Drivers Certification Program for tow operators. Call 1-800-325-2090 for information.

Peace Officers Standards and Training (POST) Academy: Training is available specifically for traffic incident management operations in Idaho. The course covers all of the general response operations involved throughout the incident cycle. Students are challenged to consider the decision process of other responding agencies. They will be taught best management practices in equipment
placement and operation with regard to traffic impact and site safety. Students also will learn the specific points in the Idaho Traffic Incident Management plan to properly classify the response level needed and manage an incident.

**Idaho Emergency Services training:** Future training is planned for traffic incident management operations in Idaho. The course will cover general response operations involved through the life of an incident. Students will learn the best management practices in equipment placement and operation with regard to traffic impact and site safety. They also will learn basic elements in the Idaho Traffic Incident Management plan.

**Air ambulance training:** The training is highly specialized for emergency medical responses by helicopter transport units. The course includes setting up a landing zone for air ambulance landing and takeoff, and is available from St. Alphonsus Life Flight in Boise, 1-800-521-2444. The instruction is free.

The Idaho Transportation Department and other recognized trainers will develop a training course in the fundamentals of traffic incident management for delivery to appropriate groups throughout Idaho. A statewide “train-the-trainer” course is planned in Boise for the fall of 2014; others will be added, based on demand.
E. 2 Resources and Publications

Publications / Resources

Making the Connection: Advancing Traffic Incident Management in Transportation Planning
The intent of "Making the Connection: Advancing Traffic Incident Management in Transportation Planning primer" is to inform and guide traffic incident management (TIM) professionals and transportation planners to initiate and develop collaborative relationships and advance TIM programs through the metropolitan planning process.

2012 Senior Executive Transportation & Public Safety Summit Report
The 2012 Senior Executive Transportation & Public Safety Summit Report summarizes the proceedings, findings, and recommendations from a two-day Senior Executive Summit on Transportation and Public Safety, held June 26 and 27, 2012, at the U.S. Department of Transportation (USDOT) in Washington, D.C.

Analysis, Modeling, and Simulation for Traffic Incident Management Applications
Traffic incidents are a major source of congestion. Implementing traffic incident management (TIM) strategies has proven to be a highly cost effective way of reducing non-recurrent congestion. This publication provides the current state of practice of various analytical methodologies and related TIM applications. It, also, identifies some research activities to improve analysis of incident impacts and TIM strategies.
- Report ([HTML](#), [PDF](#) 2.9MB) (Publication Number: FHWA-HOP-12-045)

Traffic Incident Management Cost Management and Cost Recovery Primer
This publication provides mid-level managers at transportation and other stakeholder agencies with the resources they need to explain the benefits of traffic incident management (TIM) and TIM cost management and cost recovery to executive leadership. It also provides the same mid-level managers with information that will help them implement TIM cost management and cost recovery techniques.
- Report ([HTML](#), [PDF](#) 3.4MB) (Publication Number FHWA-HOP-12-044)
- Presentations
  - Executive-Level Briefing ([HTML](#), [PDF](#) 733KB)
  - Mid-Level Briefing ([HTML](#), [PDF](#) 1.1MB)

Best Practices in Traffic Incident Management
TIM responders in the performance of their duties, and novel and/or effective strategies for overcoming these issues and challenges (i.e., best practices).
- Report ([HTML](#), [PDF](#) 1.3MB) (Publication Number: FHWA-HOP-10-050)
- Executive Summary ([HTML](#), [PDF](#) 384KB) (Publication Number: FHWA-HOP-10-050x)

Field Operations Guide for Safety/Service Patrols
This guide was produced by the Federal Highway Administration and was developed for use by safety/service patrol operators and supervisors. It is expected that safety/service patrol personnel will carry the guide in their vehicle to use as a quick reference while performing patrol tasks. They should refer to this guide on a regular basis as a refresher on steps and tasks associated with managing incidents - particularly for those situations not encountered every day. This guide is not designed to stand alone, but in conjunction with training and exercises that will indoctrinate the
Safety/Service patrol operators into these good practices as well as Agency formal Standard Operating Guidelines or Procedures.

- Guide (HTML, PDF 1.5MB) (Publication Number: FHWA-HOP-10-014)

**2010 Traffic Incident Management Handbook**
The 2010 version of the *Traffic Incident Management Handbook (TIM)* (the *Handbook* or *TIM Handbook*) includes the latest advances in TIM programs and practices across the country, and offers practitioners insights into the latest innovations in TIM tools and technologies. The *2010 TIM Handbook* also features a parallel Web-based version that can be conveniently bookmarked, browsed, or searched for quick reference. This version supersedes the *Freeway Incident Management Handbook* published by FHWA in 1991 and the *Traffic Incident Management Handbook* published in 2000.

- Handbook (HTML, PDF 1.5MB) (Publication Number: FHWA-HOP-10-013)

**Emergency Vehicle Visibility and Conspicuity Report**
The United States Fire Administration (USFA), in partnership with the International Fire Service Training Association (IFSTA), announced the release of the *Emergency Vehicle Visibility and Conspicuity Study*. The study report highlights the results of a U.S. Department of Justice - National Institute of Justice (NIJ) supported project intended to enhance emergency vehicle and roadway operations safety for firefighters, law enforcement officers, and other emergency responders.


E. 3 Definitions

Traffic Incident Management Definitions

**Emergency responder:** Those individuals who are in the early stages of a traffic incident are responsible for the protection and preservation of life, property, evidence, and the environment. Emergency responders may be local, state, federal, or private personnel.

**Incident:** An event that results in the slowing or stopping of the traveling public. This can include traffic crashes, stalled vehicles, stopped vehicles, emergency vehicles, and obstructions. The incident begins with initial incident notification and ends with full traffic restoration. Incidents will be classified according to their severity and expected duration as defined by the U.S. Department of Transportation, Federal Highway Administration.

- **MINOR** – An incident that takes up to 30 minutes to detect and to fully restore traffic. This category includes stalled vehicles, minor traffic crashes that may involve quick or off-site investigations, or any impacts to traffic that can be safely moved to the highway shoulder and out of the way. This classification might require the use of traffic control.

- **INTERMEDIATE** – An incident that takes 30 minutes to two hours to detect and to fully restore traffic. This response includes most severe traffic crashes that require detailed investigations or cleanups.

- **MAJOR** – An incident that takes more than two hours to detect and to fully restore traffic. This includes catastrophic traffic crashes, the release or spilling of hazardous materials, or local disasters. This classification requires traffic control. ITD must be notified of all incidents expected to take more than two hours for clearance or resolution.

**Incident Command System (ICS):** A standardized, on-scene incident management concept designed specifically to allow responders to adopt an integrated organizational structure that meets the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries. (See Page 4; C.1, Page 10)

**Incident Commander (IC):** The individual responsible for all aspects of an incident response, including developing incident response objectives and managing all incident response operations.

**Unified Command (UC):** A system that brings together the incident commanders of all major organizations involved in the incident to coordinate an effective response while at the same time carrying out their own jurisdictional responsibilities. Unified Command may be used whenever multiple jurisdictions are involved in a joint response effort.

**National Unified Goal (NUG):** The National Unified Goal is national policy developed by major organizations representing traffic incident responders, under the leadership of the National Traffic Incident Management Coalition. It was adopted in 2007 to promote a multi-jurisdictional, collaborative approach to highway incident management.
The three primary goals of NUG are: responder safety; safe, quick clearance of incident scenes; and prompt, reliable, interoperable communications. The NUG encourages state and local transportation and public safety agencies to adopt policies, procedures, and practices that will dramatically improve the way traffic incidents are managed.

**Public information officer (PIO):** The public information officer's role is to develop and release information about the incident to the news media, incident personnel, and other appropriate agencies and organizations.

**Road blockage:** Generally, a blockage is a temporary interruption to a lane or multiple lanes of traffic as a result of a vehicle crash or other incident. Blockages can be implemented by local law enforcement officers and firefighters when necessary, and are intended to be of short duration, (less than two hours). ITD must be notified anytime a lane of traffic on a state or federal highway is blocked.

**Road closure:** The authority to issue state highway closures is contained in Section 40-30, Idaho Code. The Idaho Transportation Department is solely responsible for closing or restricting the use of any state highway whenever a closure or restriction is deemed necessary to protect travelers and the highway system; however, law enforcement personnel may, at their discretion, enforce temporary delays or blockages with notification to the Idaho Transportation Department.
E.4 Acronyms

Traffic Incident Management Acronyms

The Idaho Traffic Incident Management plan seeks to clarify for all responders the procedures for highway incident response. Acronyms used judiciously are an efficient tool in that process. To avoid confusion that sometimes comes by using unfamiliar acronyms, the traffic incident plan includes a minimal number of important acronyms, as follows:

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AASHTO</td>
<td>American Association of State Highway and Transportation Officials</td>
</tr>
<tr>
<td>BHS</td>
<td>Idaho Bureau of Homeland Security</td>
</tr>
<tr>
<td>DMS</td>
<td>Dynamic Message Sign</td>
</tr>
<tr>
<td>EMS</td>
<td>Emergency Medical Services</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>FHWA</td>
<td>Federal Highway Administration</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Materials</td>
</tr>
<tr>
<td>IC</td>
<td>Incident Command</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>ILETS</td>
<td>Idaho Law Enforcement Telecommunications System</td>
</tr>
<tr>
<td>ISP</td>
<td>Idaho State Police</td>
</tr>
<tr>
<td>ITD</td>
<td>Idaho Transportation Department</td>
</tr>
<tr>
<td>ITRP</td>
<td>Idaho Towing and Recovery Professionals</td>
</tr>
<tr>
<td>MUTCD</td>
<td>Manual on Uniform Traffic Control Devices</td>
</tr>
<tr>
<td>NHI</td>
<td>National Highway Institute</td>
</tr>
<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>NTIIMC</td>
<td>National Traffic Incident Management Coalition</td>
</tr>
<tr>
<td>NUG</td>
<td>National Unified Goal</td>
</tr>
<tr>
<td>RCC</td>
<td>Regional Communications Center</td>
</tr>
<tr>
<td>TRAA</td>
<td>Towing and Recovery Association of America</td>
</tr>
<tr>
<td>TRB</td>
<td>Transportation Research Board</td>
</tr>
<tr>
<td>TTC</td>
<td>Temporary Traffic Control</td>
</tr>
<tr>
<td>USDOT</td>
<td>U.S. Department of Transportation</td>
</tr>
</tbody>
</table>
E.5 Memorandum of Understanding

Idaho Transportation Department
Traffic Incident Management Memorandum

The Idaho Traffic Incident Management plan was created to provide an efficient, coordinated response to, and management of, any major delay or hazard on Idaho's highways and road systems. Incidents covered by the plan include: vehicle crashes, stalled or stopped vehicles, traffic lane obstructions that might require closures and traffic control for planned and unplanned events.

The plan acknowledges that slow responses to and recovery from traffic incidents can lead to secondary crashes, additional travel time, costs and impacts on the state's commerce, and unnecessary air pollution. Therefore a coordinated, well-planned strategy for timely response and quick clearance is essential to the safety of motorists, prompt delivery of medical assistance, and restoration of travel. Agencies and organizations throughout Idaho commit to the national priorities for traffic incident management.

Signatories of the Idaho Traffic Incident Management plan, in consideration of the following mutual commitments and covenants, agree and understand that:

1. The Idaho Traffic Incident Management plan shall coordinate activity among local-level and signatory agencies to protect the public and responders during a traffic incident. The plan shall coordinate with and provide guidance and support to local incident management plans.
2. The plan shall be reviewed at least annually under the direction of a committee chaired by the Idaho Transportation Department. The committee shall be composed of signatories of this Memorandum of Understanding or their representatives.
3. Implementation of the plan at the time of an incident shall be accomplished through notification of the Idaho State EMS Communication Center at 1-888-575-2666. The Idaho State EMS Communications Center will notify the appropriate agencies and serve as the primary communication link during a response.
4. The incident commander shall be the designated response officer or official responding to an incident. This person must be fully trained and knowledgeable in the Incident Command System. Normally the incident commander will be the local fire chief or law enforcement officer. A local jurisdiction, based on its local plan and resource assessment, may request the Idaho State Police assume the incident command, particularly for incidents on interstates, U.S.- and state-numbered routes. The incident commander shall be in overall charge of all efforts at the scene.
5. The prevention of, and efficient response to, crashes and other incidents, shall be aided by the follow-up of incident reporting, critiques, and training.
6. It shall be the responsibility of all involved agencies to obtain appropriate emergency training for response and support personnel.
7. All signatory agencies will embrace the concept of periodic incident management drills and exercises.

In WITNESS TO this agreement, the parties hereto have set their hand on the dates indicated.
## Memorandum of Understanding Signatories

<table>
<thead>
<tr>
<th>Organization</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idaho State Police</td>
<td></td>
</tr>
<tr>
<td>Idaho Transportation Department</td>
<td></td>
</tr>
<tr>
<td>Idaho Bureau of Homeland Security</td>
<td></td>
</tr>
<tr>
<td>Idaho Attorney General</td>
<td></td>
</tr>
<tr>
<td>Idaho Department of Health and Welfare</td>
<td></td>
</tr>
<tr>
<td>Idaho Department of Health and Welfare</td>
<td></td>
</tr>
<tr>
<td>Federal Highway Administration</td>
<td></td>
</tr>
</tbody>
</table>
Concurrence to the Memorandum of Understanding

The undersigned, while not parties to the Memorandum of Understanding, have set their hands in concurrence on the dates indicated:

Idaho Peace Officers Association

Idaho Association of Counties

Idaho Association of Highway Districts

Idaho Highway Users Association

Idaho Highway Users Alliance

Idaho Motor Transport Association

Idaho Truckers Association

Idaho-Oregon Automobile Association

Idaho Sheriff’s Association

Idaho Towing and Recovery Professionals

Local Highway Technical Assistance Council

Public Utilities Commission

Idaho Department of Environmental Quality
G.1 Diagrams & Illustrations

Hazardous Materials

HAZARDOUS MATERIAL CLASSIFICATIONS

HEALTH HAZARD
- Deadly
- Extreme Danger
- Hazardous
- Slightly Hazardous
- Normal Materials

FIRE HAZARD
- Flash Point
  - Below 73 F
  - Below 100 F
  - Below 200 F
  - Above 200 F
  - Will Not Burn

SPECIFIC HAZARD
- Acid
- Alkali
- Corrosive
- Oxidizer
- Use No Water
- Radiation Hazard

REACTIVITY
- May Detonate Under Normal Conditions
- Shock and Heat May Detonate
- Violent Chemical Change
- Unstable if Heated
- Stable

CONSULT _______________ MSDS FOR FURTHER INSTRUCTION
Hazardous Materials Classifications

Health Hazard
4- Deadly
3- Extreme Danger
2- Below 200 F
1- Above 200F
0- Will not burn

Fire Hazard
Flash Points
4- Below 73F
3- Below 100F
2- Below 200 F
1- Above 200F
0- Will not burn

Specific Hazard
Oxidizer OXY
Acid ACID
Alkali ALK
Corrosive COR
Use NO WATER W
Radiation Hazard ®

Instability
4- May Detonate
3- Shock and heat may detonate
2- Violent chemical change
1- Unstable if heated
0- Stable

HAZARDOUS MATERIAL CLASSIFICATION CHART
G.2 Diagrams & Illustrations

Response Timeline

- **Detection**
  - Incident occurs
  - Incident reported

- **Notification**
  - Arrival on scene
  - On-scene response
  - All travel lanes open
  - All responders have left the scene
  - Traffic conditions return to normal

- **Response Activities**
  - Scene Safety, Command Responsibilities, Traffic Management, Special Conditions

- **Clearance & Termination**

- **Recovery**

Terminology, Verification, Dispatch
Size-Up, Vehicle Positioning
G.3 Diagrams & Illustrations

Incident Flagging

PREFERRED METHOD
STOP/SLOW Paddle

EMERGENCY SITUATIONS ONLY
Red Flag

TO STOP TRAFFIC

TO LET TRAFFIC PROCEED

TO ALERT AND SLOW TRAFFIC
G.4 Diagrams & Illustrations

Emergency Vehicle Positioning

Set up sequence →  ← Take down sequence

50 feet
Linear Blocking

Multi-Lane Blocking
G.5 Diagrams & Illustrations

Traffic Control Tapers & Signs

Note *: Field layout of cones is not to scale
Note *: Field layout of cones is not to scale.

Responder Vehicle
Incident Location
Responder Vehicle

Transition Area
Taper = 1/3 L

Advanced Warning Area (A, B)

SHOULDER CLOSED

ACCIDENT AHEAD
Note: Field layout of cones is not to scale.
72
Idaho Traffic Incident Management
Revised 2014
### G.6 Vehicle Classifications by Size, Weight, Number of Axles

#### Passenger & Commercial Vehicles

<table>
<thead>
<tr>
<th>CLASS 1</th>
<th>6000 lb &amp; LESS</th>
<th>CLASS 5</th>
<th>16,001 to 19,500 lb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minivan</td>
<td>Utility Van</td>
<td>Bucket</td>
<td>City delivery</td>
</tr>
<tr>
<td>Multi-purpose</td>
<td>Full-size pickup</td>
<td>Large walk-in</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLASS 2</th>
<th>6001 to 10,000 lb</th>
<th>CLASS 6</th>
<th>19,501 to 26,000 lb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minivan</td>
<td>Utility Van</td>
<td>Beverage</td>
<td>Single axle van</td>
</tr>
<tr>
<td>Full-size Pickup</td>
<td>Step van</td>
<td>Scool bus</td>
<td>Rack</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLASS 3</th>
<th>10,001 to 14,000 lb</th>
<th>CLASS 7</th>
<th>26,001 to 33,000 lb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk In</td>
<td>Conventional van</td>
<td>Refuse</td>
<td>Furniture</td>
</tr>
<tr>
<td>City delivery</td>
<td></td>
<td>City Transit bus</td>
<td>Medium conventional</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLASS 4</th>
<th>14,001 to 16,000 lb</th>
<th>CLASS 8</th>
<th>33,001 lb &amp; OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conventional van</td>
<td>City delivery</td>
<td>Dump</td>
<td>Heavy conventional</td>
</tr>
<tr>
<td>Large walk-in</td>
<td></td>
<td>Cement</td>
<td>COE Sleeper</td>
</tr>
</tbody>
</table>

### Diagrams

- Class 3 Medium-Duty
- Class 4 Medium-Duty
- Class 5 Medium-Duty
- Class 6 Medium-Duty
CLASS 7 - HEAVY-DUTY
(25,001 - 33,000 lbs. GVWR - 6 tires or more)*

CLASS 8 - HEAVY-DUTY
(33,001 lbs. and over GVWR - 10 tires or more)*

Class 7 and 8 includes a range of heavier vehicles including large delivery trucks, motor coaches, all tractor-trailer combinations, refuse trucks, construction vehicles, etc.

CLASS 7 AND 8 - HEAVY-DUTY TOW
Gross Vehicle Weight Rating
(Class 7 - 25,001 to 33,000 lbs.)
(Class 8 - 33,001 and up to state limit)

☐ Year, make and model?
☐ Two or three axle truck or tractor-trailer?
☐ Bus or motor home?
☐ What is the load and is it damaged?
☐ Number of occupants?
☐ Keys?

STRAIGHT TRUCKS, BUSES OR MOTOR HOMES IN THESE CLASSES WILL USUALLY HAVE SIX TO TEN TIRES. TRACTOR AND TRAILER COMBINATIONS WILL HAVE FOURTEEN OR MORE TIRES.

MOTORCYCLES - LIGHT-DUTY TOW
Sports motorcycle – off road/basic street type
Performance motorcycle – “racing” model type
Touring motorcycle – large, heavy/road touring type
Custom or 3-wheel motorcycle

TRAILERS - LIGHT-, MEDIUM- OR HEAVY-DUTY TOW
☐ Is it a truck and trailer to tow or just a
  trailer to tow?
☐ Number of axles and what is it hauling or
  is it designed to haul?
☐ Type of load or weight of load?
☐ If a tow, does the trailer have a ball, pintle or a fifth wheel hitch?

MOTOR HOMES - LIGHT-, MEDIUM- OR HEAVY-DUTY TOW
Class C – usually built on a van or pickup type truck chassis
Class A – usually built on a medium to large truck or bus chassis
H.1 Key telephone numbers and addresses

Contact Information / Phone Numbers

Ada County Highway District
3775 Adams Street
Garden City, ID 83714
http://www.achdidaho.org/

General business (208) 387-6100
Traffic Management Center (7 a.m. – 5:30 p.m.) (208) 387-6195
Signal operations and DMS control
Traffic Management Center (5:20 p.m. - 7 a.m. (208) 890-9729
Maintenance and Operations
Maintenance equipment and sweepers (208) 387-6325

Idaho Bureau of Homeland Security
4040 West Guard Building 600
Boise, ID 83705-5004

General business (208) 422-3040
BHS Chief (208) 422-5301
Special Assistant (208) 422-3041
Public Information Officer (208) 422-3033
Branch Chief, Operations (208) 422-3012
Branch Chief, Preparedness and Protection (208) 422-3025
Branch Chief, Grant Management (208) 422-3017
Logistics Manager (208) 422-5725
Finance Branch Manager (208) 422-3032
Public Private Partnerships Section Chief (208) 422-5723
Hazard Material Operations (208) 422-5724
Hazard Material Duty Officer (STATECOMM – 24 Hours) (208) 846-7610
Critical Infrastructure Protection (208) 422-3047
State Hazard Mitigation Officer (208) 422-5726
Fax: (208) 422-3044

State EMS Communications Center (State Comm.)
700 South Stratford Drive Building 7
Meridian, ID 83642

(ITD only) 1-888-575-2666
(Emergency response and HAZMAT) 1-800-632-8000
(208) 846-7610
General business

Emergency Program Supervisor

Emergency Program Supervisor 24-hour cellular phone

District 1 (Coeur d’Alene)

*Operations: John Minzghor

*Hazmat coordinator: Wally Brown

District 2 (Lewiston)

*Operations

*Hazmat coordinator

District 3(Boise)

*Operations

*Hazmat coordinator

District 4 (Shoshone)

*Operations

*Hazmat coordinator

District 5 (Pocatello)

*Operations

*Hazmat coordinator

District 6 (Rigby)

*Operations

*Hazmat coordinator

Note: Numbers listed are for office contacts. After hours emergency calls usually can be relayed through the State Communications Center 1-888-575-2666

Idaho State Police

Patrol Region 1 (Coeur d’Alene)

Patrol Region 2 (Lewiston)

Patrol Region 3 (Meridian)

Patrol Region 4 (Jerome)

Patrol Region 5 (Pocatello)

Patrol Region 6 (Idaho Falls)

Regional Communications Center North (RCC-North)

615 West Wilbur, Suite A, Coeur d’Alene, ID 83815

Emergency: (Coeur d’Alene, Lewiston)
Regional Communications Center - West (RCC-South)
700 S. Stratford Dr., Meridian, ID 83642
Emergency: (Boise) (208) 846-7500
Emergency: (Twin Falls, Jerome) (208) 736-3060
Coordinator (208) 846-7512

Federal Highway Administration
3050 Lakeharbor Lane, #126
Boise, ID 83703
Idaho.FHWA@fhwa.dot.gov
General business (208) 334-1843
Direct lines (208) 334-9180 (plus extension below)
Division Administrator ext. 118
Administrator ext. 119
Environmental Program ext. 114
Engineer Planning / ROW ext. 115
Safety / Traffic / ITS Engineer ext. 124
Program Analyst / Civil Rights ext. 131
Community Planner ext. 132
Field Operations Engineer ext. 116
Operations Engineer / GARVEE projects ext. 112
Operations Engineer / Bridge ext. 122
Operations Engineer / Pavement, Materials ext. 127
Operations Engineer, Design ext. 123
Transportation Finance Manager ext. 120
Administrative Officer ext. 110
Fax: (208) 334-1691

Other Key Numbers
American Red Cross of Greater Idaho (208) 947-4357
Army Corps of Engineers) (208) 345-2281
Avista (gas, electric, northern Idaho) (800) 372-1645
Bureau of Land Management (Boise) (208) 373-4000
State Fire Management Officer (208) 373-3851
Bureau of Reclamation (water resources, dams)
Idaho facilities (208) 383-2262
Pacific Northwest Region, Boise) (208) 378-5204
Centers for Disease Control (800) 232-4636
Hazardous materials (State Communications Center) 1-800-632-8000
or 846-7610

Hazard Material Operations (Bureau of Homeland Security) (208) 422-5724
Idaho Department of Agriculture (208) 332-8500
Idaho Department of Environmental Quality (208) 373-0502
Idaho EMS (208) 334-4000
(877) 554-3367
Idaho Department of Fish and Game (208) 334-3700
Idaho Department of Health and Welfare (208) 334-5500
Idaho Department of Lands (208) 334-0200
Idaho National Laboratory
  Warning Communications Center (208) 526-1515
  Media relations (208) 351-9900
Idaho Power (southeastern Idaho), general information (208) 388-2200
Idaho Poison Control Center (800) 860-0620
Idaho State Fire Marshal (208) 334-4371
Idaho Towing and Recovery Professionals (Boise) (800) 376-7114
Environmental Protection Agency (EPA), Idaho (208) 378-5746
National Capital Poison Center (to report poison incident) (800) 222-1222
National Interagency Fire Center, Boise (208) 387-5050
National Weather Service
  Boise
    Administrative office (8 a.m.-4 pm) (208) 334-9860
    Warning coordinator (208) 334-9861
  Pocatello
    Administrative office (8 a.m.-4 p.m.) (208) 232-9306
  Missoula
    Administrative office (8 a.m.-4 p.m.) (406) 320-4715
    (24-hour, unlisted) (406) 329-4840
    Emergency managers (406) 329-4718
  Spokane
    Administrative office (8 a.m.-4 p.m.) (509) 244-0110
Rocky Mountain Power (eastern Idaho) (888) 221-7070
U.S. Forest Service
  Boise National Forest (Boise) (208) 373-4100
  Caribou-Targhee National Forest (Pocatello) (208) 236-7500
  Idaho Panhandle National Forest (Coeur d’Alene) (208) 765-7233
  Nez Perce-Clearwater National Forest (Kamiah) (208) 935-2513
  Payette National Forest (McCall) (208) 634-0700
  Salmon-Challis National Forest (Salmon) (208) 756-5100
  Sawtooth National Forest (Twin Falls) (208) 737-3200
U.S. Fish and Wildlife Service (208) 378-5243
H.2 Key Telephone Numbers by County

**Contact Information / Phone Numbers**

**Non-Emergency Responder Phone Numbers (listed by county)**
*(For emergencies, dial 9-1-1)*

*Note: Some of the following numbers may have changed since the last printing of this directory. To update the information, please contact the Idaho Transportation Department Emergency Program Office, (208) 334-8414)*

*(All telephone numbers are Area Code 208 unless otherwise specified.)*

### Ada County

(Boise, Eagle, Garden City, Kuna, Meridian, Star)

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<td>Boise Access Air Ambulance</td>
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<td>367-3079</td>
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<td>Saint Lukes Medical Transport</td>
<td>381-2818</td>
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<td>North Ada County Fire and Rescue</td>
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### Adams County

(Council, Indian Valley, New Meadows)

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**Bannock County**

(Arimo, Chubbuck, Downey, Inkom, Lava Hot Springs, McCammon, Pocatello)

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<td>Bear Lake County</td>
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**Benewah County**
### (Plummer, St. Maries, Tensed)

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<td>245-2611</td>
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<td>Alert II Up River Ambulance (Fernwood)</td>
<td>245-5712</td>
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<td>Fernwood Fire Department</td>
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<td>Plummer-Gateway Highway District</td>
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<td>Benewah County Civil Defense</td>
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<td>Plummer Gateway Fire Department</td>
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<td>St. Maries Ambulance</td>
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<td>St. Maries City/Rural Fire Department</td>
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<td>St. Maries Maintenance</td>
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<td>St. Maries Police Department</td>
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<td>Tensed Ambulance Service</td>
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<td>Tensed Rural Fire District</td>
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### Bingham County

(Aberdeen, Atomic City, Basalt, Blackfoot, Firth, Shelley)

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<td>County Coroner’s Office</td>
<td>782-3153</td>
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<td>Bingham County Road and Bridge Department</td>
<td>785-5505</td>
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<td>Bingham County Disaster Services</td>
<td>785-8040 - ext. 239</td>
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<td>Aberdeen/Springfield Fire District</td>
<td>397-4178</td>
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<td>Blackfoot Fire Department</td>
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<td>Blackfoot Police Department</td>
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<td>Shelley-Firth Quick Response Unit</td>
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### Blaine County

(Bellevue, Carey, Hailey, Ketchum, Sun Valley)

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<td>Wood River Rural Fire Protection District</td>
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**Boise County**

(Crouch, Horseshoe Bend, Idaho City, Placerville)

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<td>ISP Region 3</td>
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**Bonner County**

(Clark Fork, Dover, East Hope, Hope, Kootenai, Oldtown, Ponderay, Priest River, Sandpoint)

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<td>Schweitzer Fire Rescue District</td>
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<td>Sandpoint Police Department</td>
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**Bonneville County**

(Ammon, Idaho Falls, Iona, Irwin, Swan Valley, Ucon)

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**Boundary County**

(Bonners Ferry, Moyie Springs)

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  Bonners Ferry Fire Department 267-4390
  Kootenai Valley Forest Protection District 267-5577
  North Bench Fire District 267-7722
  Paradise Valley Fire Department 267-2494
Moyie Springs
  Moyie Springs Fire Department 267-2836
  Curley Creek Volunteer Fire Department 267-7740

**Butte County**
(Arco, Butte City, Moore)

  County Sheriff 527-8553
  ISP Region 6 525-7277
  ITD District 6 745-7781
  County Coroner’s Office 527-3900
  Butte County Road and Bridge Department 527-3364
  Butte County Civil Defense 527-8287

Arco
  Lost Rivers EMTs Inc. 527-3046
  Arco Fire Department 527-8252

Moore
  Lost River Fire Protection District 533-7814

**Camas County**
(Fairfield)

  County Sheriff 764-2261
  ISP Region 4 736-3060
  ITD District 4 886-7800
  County Coroner’s Office 934-5774
  Camas County Road and Bridge Department 764-2271
  Camas County Disaster Services 764-2261

Fairfield
  Camas County Ambulance 764-2261
  Fairfield Fire Department 764-2254

**Canyon County**
(Caldwell, Greenleaf, Melba, Middleton, Nampa, Notus, Parma, Wilder)

  County Sheriff 454-7531
  ISP Region 3 846-7500
  ITD District 3 334-8300
  County Coroner’s Office 454-0448
  Canyon Highway District No.4 454-8135
  Golden Gate Highway District No.3 428-6267
  Nampa Highway District No.1 467-6576
  Notus-Parma Highway District No.2 722-5343
  Canyon County Emergency Management 454-7531
  Canyon County Ambulance District 466-8800

Caldwell
  Caldwell Fire Department 455-3032
  Caldwell Police Department 455-3122

Middleton
  Middleton Quick Response Unit 585-6650
  Middleton Fire District 585-6650
  Middleton Rural Fire District 585-6650
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Burley City/North Cassia Fire Department | 878-7371  
Declo  
Declo Quick Response Unit | 654-2111  
Declo Fire Department | 654-2732  
Malta  
Malta Raft River Fire Protection District | 645-2588 or 645-2255  
Oakley  
Oakley Quick Response Unit | 862-3386  
Oakley Fire Department | 862-3364  
Clark County  
(Dubois, Spencer)  
County Sheriff | 374-5403  
ISP Region 6 | 525-7277  
ITD District 6 | 745-7781  
County Coroner’s Office | 374-5469  
Clark County Road and Bridge Department | 374-5408  
Clark County Civil Defense | 374-5397  
Dubois  
Dubois Clark County Ambulance | 374-5455  
Dubois City Fire Department | 374-5241  
Clearwater County  
(Elk River, Orofino, Pierce, Weippe)  
County Sheriff | 476-4521  
ISP Region 2 | 799-5144  
ITD District 2 | 799-5090  
County Coroner’s Office | 476-4528  
Clearwater County Road and Bridge Department | 426-4813  
Clearwater Highway District | 435-8002  
Clearwater County Emergency Management | 476-4064  
Elk River Elk River Fire Department | 826-3351  
Clearwater County Ambulance - Elk River | 476-3771  
Orofino  
North Idaho Back Country Medical Response Team | 476-4521  
Clearwater County Ambulance – Orofino | 476-3771  
Orofino Fire Department | 476-4725  
Twin Ridge Rural Fire District | 476-3353  
Orofino Police Department | 476-5551  
Pierce  
Pierce Volunteer Fire Department | 464-2704  
Clearwater County Ambulance – Pierce | 476-3771  
Weippe  
Weippe Fire Department | 435-4568  
Clearwater County Ambulance – Weippe | 476-3771  
Custer County  
(Challis, Clayton, Mackay, Stanley)  
County Sheriff | 879-2232  
ISP Region 6 | 525-7277  
ITD District 6/ (4 has Clayton south and west) | 745-7781  
County Coroner’s Office | 879-4559  
Custer County Road and Bridge | 879-2379
Lost River Highway District 588-2824
Custer County Disaster Services 879-2360
Challis
Challis Volunteer Ambulance Service 879-5115
Challis/Custer County Rural Fire Department 879-2400
Clayton
Thompson Creek Ambulance 838-2200
Clayton Fire Department 838-2370
Mackay
South Custer County Ambulance 588-2226
Mackay Fire Department 588-2274
South Custer Rural Fire Protection Department 588-3387
Stanley
Stanley Ambulance 774-3565
Sawtooth Valley Rural Fire District 774-2222

Elmore County
(Glens Ferry, Mountain Home)

County Sheriff 587-2121
ISP Region 3 846-7500
ITD District 3 334-8300
County Coroner’s Office 587-6981
Atlanta Highway District 864-2115
Glenns Ferry Highway District 366-7744
Mountain Home Highway District 587-3211
Atlanta Quick Response Unit (Atlanta) 864-2133
Atlanta Rural Fire Department (Atlanta) 864-2157
Pine/Featherville Ambulance 846-7610
Prairie Quick Response Unit (Prairie) 868-3248
Elmore County Disaster Services 587-2311
Glenns Ferry
Glenns Ferry/King Hill Rural Fire 366-7418
Mountain Home
Elmore County Ambulance 587-8661
Elmore County Rescue/Extrication 587-3387
Mountain Home Fire Department 587-2117
Mountain Home Air Force Fire Department 828-6235
Mountain Home Police Department 587-2100

Franklin County
(Clifton, Dayton, Franklin, Oxford, Preston, Weston)

County Sheriff 852-1234
ISP Region 5 236-6066
ITD District 5 239-3300
County Coroner’s Office 852-0533
Franklin County Road and Bridge Department 852-1090
Franklin County Emergency Services 852-1332
Preston
Preston Franklin County Ambulance 852-3764
Preston Fire Department 852-1817
Preston Police Department 852-2433

Fremont County
(Ashton, Drummond, Island Park, Newdale, Parker, St. Anthony, Teton, Warm River)
County Sheriff  624-4482
ISP Region 6  525-7277
ITD District 6  745-7781
County Coroner’s Office  624-4482
Fremont County Road and Bridge Department  624-4271
Fremont County Civil Defense  624-7625

Ashton
North Fremont Fire Protection District  652-7711

Island Park
Island Park Fire Department  558-7522

St. Anthony
Fremont County Emergency Medical Services  624-7557
St. Anthony/Fremont Fire Department  624-4404
St Anthony Police Department  624-4001

Gem County
(Emmett)
County Sheriff  392-3761
ISP Region 3  846-7500
ITD District 3  334-8300
County Coroner’s Office  365-4491
Gem County Road and Bridge Department  365-3305
Gem County Fire Protection District (Ola)  584-3327
Gem County Disaster Services  477-2034
Gem County Emergency Medical Services  477-2033
Emmett
Emmett Fire Department  365-6050
Gem County Fire District # 1  365-3771
Gem Fire District  365-3521
Emmett Police Department  365-6055

Gooding County
(Bliss, Gooding, Hagersman, Wendell)
County Sheriff  934-5515
ISP Region 4  736-3060
ITD District 4  886-7800
County Coroner’s Office  934-4406
Bliss Highway District  352-4400
Hagersman Highway District  539-0898
Wendell Highway District  536-6157
West Point Highway District  308-8027
Gooding County Road and Bridge Department  934-4841
Gooding County Disaster Services  934-5958
Bliss
Bliss Quick Response Unit  352-4320
Bliss Rural Fire Department  352-4320

Gooding
Gooding County Emergency Medical Services  934-4841
Gooding Volunteer Fire Department  934-8348
Gooding Police Department  934-8436

Hagerman
Hagerman Quick Response Unit Inc.  837-4552
Hagerman Volunteer Fire Department  837-4552
Hagerman Police Department  837-6636
Idaho County
(Cottonwood, Ferdinand, Grangeville, Kooskia, Riggins, Stites, White Bird)

County Sheriff 1-800-922-914
ISP Region 2 799-5144
ITD District 2 799-5090
County Coroner’s Office 983-9957
Cottonwood Highway District 962-3128
Deer Creek Highway District 839-2297
Doumeq Highway District 839-2365
Fenn Highway District 983-2437
Ferdinand Highway District 962-5525
Good Roads Highway District II 983-0910
Grangeville Highway District 983-2880
Green Creek Highway District 962-3457
Keuterville Highway District 962-5525
Kidder-Harris Highway District 926-4471
Union Independent Highway District 983-0910
White Bird Highway District 839-2446
Winona Highway District 983-0669
Elk City Ambulance Service Inc. (Elk City) 842-2705
Elk City Fire Department (Elk City) 842-2449
Powell Ambulance and Quick Response Unit (Powell) 942-3113
Idaho County Road Department 926-4471
Idaho County Disaster Management 983-3074
Saint Mary’s Hospital Ambulance 962-3251
Cottonwood City/Rural Fire Protection District 962-7134
Ferdinand Rural/City Fire Department 962-5914
Grangeville Fire Department 983-1700
Grangeville Police Department 983-1351
Lowell Quick Response Unit 926-4548
Clearwater Valley Rescue Unit 926-4858
Tahoe Quick Response Unit 926-4931
Kooskia Fire Department 926-7241
Ridgerunners Volunteer Fire Protection District 926-4775
City of Riggins Ambulance 628-3394
Riggins City/Rural Fire Department 628-3572
Salmon River Rural Fire Department 628-3604
Stites Fire Department 926-0141
White Bird Quick Response Unit 839-2810
White Bird Fire Department 839-2294

Jefferson County
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East Side Fire Protection District 765-4269
Kellogg Fire District and Quick Response Unit 784-1188
Rose Lake Quick Response Unit (Cataldo) 682-4313
East Side Highway District 765-4714
Lakes Highway District 772-7527
Post Falls Highway District 765-3717
Worley Highway District 664-0483
Kootenai County Office of Emergency Management 446-1775

Athol
Timberlake Fire Department 683-3333
Timberlake Fire Protection District and Quick Response Unit 683-3333

Coeur d’Alene
Mica-Kidd Island Fire District 769-7946
Coeur d’Alene Fire Department and Quick Response Unit 769-2340
Coeur d’Alene Police Department 769-2320
Coeur d’Alene Streets Department 769-2233

Dalton Gardens
Dalton Gardens Streets Department 772-3698

Harrison
Eastside Fire 765-4269

Hauser
Hauser Lake Fire Protection District 773-1174

Hayden
Northern Lake Fire Protection District and Quick Resp. Unit 772-5711
Hayden Streets Department 772-4411

Hayden Lake
Northern Lake Fire Protection District and Quick Resp. Unit 772-5711
Hayden Lake Police Department 772-2161
Hauser Lake Quick Response Unit 773-1174
Kootenai County Fire and Rescue 676-8739
Post Falls Police Department 773-3517
Post Falls Street Department 773-1722

Rathdrum
Northern Lakes Fire Department 772-5711
Rathdrum Police Department 687-0711
Rathdrum Street Department 687-2700

Spirit Lake
Northern Lake Fire Protection District and Quick Resp. Unit 772-5711
Spirit Lake Police Department 623-5800

Worley
Worley Ambulance Association Inc. 686-1883
Worley Fire Protection District and Quick Response Unit 686-1718

**Latah County**

(Bovill, Deary, Genesee, Juliaetta, Kendrick, Moscow, Onaway, Potlatch, Troy)

County Sheriff 882-2216
ISP Region 2 799-5144
ITD District 2 799-5090
County Coroner’s Office 882-2011
North Latah Highway District 882-7490
South Latah Highway District 285-1412
Latah County Disaster Services 883-2265

Bovill
Bovill Volunteer Fire Department 826-3220

Deary
Deary Ambulance 877-1515
Deary Fire Department 877-1515

Genesee
Genesee Community Ambulance 285-1621
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<td>835-2601</td>
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**Lemhi County**

(Leadore, Salmon)

- County Sheriff: 756-8980
- ISP Region 6: 525-7277
- ITD District 6: 745-7781
- County Coroner’s Office: 756-3203
- Gibbonsville Quick Response: 865-2361
- Gibbonsville Volunteer Fire Department: 865-2261
- North Fork Fire Protection District (North Fork): 865-2321
- North Fork Fire Ranger District (North Fork): 865-2383

- Leadore EMTs Inc.: 768-2674
- Lemhi County Road and Bridge Department: 756-4995
- Leadore Fire Department: 768-2237
- Lemhi County Civil Defense: 756-2471
- Lemhi County Emergency Services Coordinator: 756-8980

- Elk Bend Quick Response: 894-2285
- Salmon EMT: 756-2102
- Salmon Search and Rescue: 756-8321
- Elk Bend Fire District: 894-2276
- Salmon Fire Department: 756-6275
- Salmon Police Department: 756-8980 or 756-3214

**Lewis County**

(Craigmont, Kamiah, Nezperce, Reubens, Winchester)

- County Sheriff: 937-2447
- ISP Region 2: 799-5144
- ITD District 2: 799-5090
- County Coroner’s Office: 937-2447
- Central Highway District: 962-5525
- Evergreen Highway District: 462-5525
- Kamiah Highway District: 935-2946
- North Highway District: 937-2409
- Prairie Highway District: 937-2454
- Dietrich Highway District No.5: 544-2445
- Lewis County Emergency Management: 937-2380
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**Lincoln County**

(Dietrich, Richfield, Shoshone)

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**Madison County**

(Rexburg, Sugar City)

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<td>Madison County Road and Bridge Department</td>
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<td>Madison County Homeland Security Department</td>
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**Minidoka County**

(Acequia, Heyburn, Minidoka, Paul, Rupert)

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Nez Perce County
(Culdesac, Lapwai, Lewiston, Peck)

County Sheriff 746-3366
ISP Region 2 799-5144
ITD District 2 799-5090
County Coroner’s Office 799-3074
Evergreen Volunteer Fire District (Lenore) 476-5362
Sunnyside Rural Fire District (Lenore) 476-3473
Nez Perce County Road and Bridge Department 799-3060
Lewiston/Nez Perce County Emergency Management 799-3084

Culdesac
Culdesac Quick Response Unit 843-2417
Culdesac Fire Department 799-1450

Lapwai
Lapwai Valley Quick Response Unit 843-7170
Lapwai Fire Department 843-2212
Lapwai Police Department 843-2212
Lewiston Fire Department 746-3554
Lewiston Police Department 746-0171

Peck
Big Canyon Fire District 486-7351/486-6640

Oneida County
(Malad)

County Sheriff 766-2251
ISP Region 5 236-6066
ITD District 5 239-3300
County Coroner’s Office 766-4330
Oneida County Road and Bridge Department 766-4116
Oneida County Emergency Services 766-2251
Oneida County Ambulance 852-0504

Malad
Malad Fire Department 776-4030

Owyhee County
(Grand View, Homedale, Marsing)

County Sheriff 495-1154
ISP Region 3
ITD District 3
County Coroner’s Office
Gem Highway District No.3
Homedale Highway District
Three Creek Good Roads Highway District
Bruneau Quick Response Unit (Bruneau)
Bruneau Fire Protection District (Bruneau)
Murphy-Reynolds-Wilson Fire Protection Dist. (Murphy)
Owyhee County Road and Bridge Department
Owyhee County Emergency Services
Grand View
Grand View Ambulance Service
Grand View Fire Department
Homeda
Homeda Ambulance
Homeda Rural Fire Department
Homeda Police Department
Marsing
Marsing Ambulance Services Inc.
Marsing Fire Protection District
Marsing Fire Department

**Payette County**
(Fruitland, New Plymouth, Payette)
County Sheriff
ISP Region 3
ITD District 3
County Coroner’s Office
Highway District No.1
Payette County Road and Bridge Department
Payette County Disaster Services
Fruitland
Fruitland United Ambulance Service
Fruitland Fire Department
Fruitland Police Department
New Plymouth
New Plymouth Quick Response Unit
New Plymouth Fire Department
New Plymouth Police Department
Payette
Payette City Fire Department
Payette Police Department

**Power County**
(American Falls, Rockland)
County Sheriff
ISP Region 5
ITD District 5
County Coroner’s Office
Power County Highway District
Astaris Idaho Emergency Response Team (Pocatello)
Power County Civil Defense
American Falls
Power County Emergency Medical Services
### Shoshone County

(Kellogg, Mullan, Osburn, Pinehurst, Smelterville, Wallace, Wardner)

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<td>Avery Quick Response Unit (Avery)</td>
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<td>St. Joe Valley Fire District (Calder)</td>
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<td>Kellogg Fire Department</td>
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<td>Mullan Volunteer Ambulance</td>
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### Teton County

(Driggs, Tetonia, Victor)

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<td>County Coroner’s Office</td>
<td>787-2193</td>
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<td>Teton County Road and Bridge Department</td>
<td>354-2932</td>
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<td>Teton County Emergency Management Coordinator</td>
<td>354-2703</td>
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<td>Driggs Teton Valley Ambulance</td>
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<tr>
<td>Teton County Fire Protection District/Quick Response Unit</td>
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### Twin Falls County

(Buhl, Castleford, Filer, Hansen, Hollister, Kimberly, Murtaugh, Twin Falls)

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**Valley County**
(Cascade, Donnelly, McCall)

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**Washington County**
(Cambridge, Midvale, Weiser)

| County Sheriff | 549-2121 |

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*Idaho Traffic Incident Management Revised 2014*
ISP Region 3 846-7500
ITD District 3 334-8300
County Coroner's Office 414-1234
Weiser Valley Highway District 549-1220
Washington County Road and Bridge Department 549-0950
Washington County Disaster Services 549-0370
Cambridge Cambridge Ambulance Services 257-3811
Cambridge Volunteer Fire Department 257-3811
Midvale Midvale Fire Department 550-1603
Midvale Volunteer Fire Department 549-2121
Midvale Fire Department 355-2375
Weiser Weiser Ambulance District 549-1636
Weiser Fire Department 549-1483
Weiser Rural Fire Department 549-2379
Stibnite Fire Department 549-2379
Weiser Police Department 549-2244

ADJACENT STATES AND PROVINCES

Montana Highway Patrol- Missoula (406) 543-6368
Montana Department of Transportation - St. Regis (406) 494-9639
Nevada Highway Patrol- Winnemucca (775) 623-6419
Oregon State Police (Eastern region) – Bend (541) 889-6568
Utah Highway Patrol- Salt Lake City (801) 887-3800
Washington State Patrol- Spokane (509) 456-2824
Washington Department of Transportation – Spokane (509) 324-6586
Wyoming Highway Patrol- Cheyenne (307) 777-4321
Emergency Coordination Center (800) 663-3456

INDIAN NATIONS

Coeur d'Alene (208) 686-1800
Duck Valley (702) 757-3211
Fort Hall
  Fort Hall Fire and Emergency Medical Services Dist. (208) 478-3782
  Fort Hall Fire Department (208) 238-3784
  Chief of Police (208) 478-4001
    Shoshone-Bannock Tribes Emergency Management Coordinator 237-0137
Kootenai (208) 267-3519 or (208) 267-5223
Nez Perce (208) 843-2253 or (208) 843-5501
Nez Perce Tribe Emergency Response Planner (208) 843-7375 - ext. 2630
H.3 Key telephone numbers and addresses

**Custom / Frequently Called Phone Numbers**

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