

Illinois Tollway

Incident Management

Operating Information and Procedures Guide



January 2013



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1.0 INTRODUCTION

The Illinois Tollway, with its 286 miles of interstate highways, has developed, maintained and continually upgraded its own unique and progressive incident management procedures for expediently handling all incidents occurring on the Tollway. At the core of this success is the integrated operational approach employed by the Tollway that places incident management at the core of Maintenance & Traffic Operations service to the customers of the Toll Authority. All operational units are located within the Maintenance & Traffic Division: Roadway, Fleet Traffic Operations Center (TOC), Incident Management Permits & Utilities (ROW Control) and Central Dispatch. Having all these critical elements under one management authority facilitates a clear directed focus on System Operations, fosters integrated thinking and approach and results in improved traffic and Incident Management. The Illinois Tollway has become one of the nation's leading agencies in highway incident management as a result of dedicated leadership staff, steadfast training programs and through its committed employees who actually work on the roadway, throughout the system.

The Tollway's Division of Maintenance and Traffic, under the Tollway's Department of Engineering, works in unison with the Illinois State Police, District 15, the only police department assigned and dedicated to handling all police functions on the Illinois Tollway system. With both agencies working together, the Tollway has, and will continue, to maintain a leadership role in incident management well into the future. This standing will persist through its continued use of a state of the art Computer Aided Dispatch Center and a traffic operations center utilizing the most current monitoring systems; and by drawing upon outside, contracted and non-contracted, emergency responders to help preserve its leadership role.



1.1 Goals and Objectives

The goals and objectives of this guide are to present a brief overview of incident management as it applies to, and has been developed by, the Division of Maintenance and Traffic. This guide is designed to be an informational resource to explain the basics of what is achieved at incident scenes occurring on the Tollway, and not as a “how to” guide to explain the detailed specifics of handling an incident.

Information for the Tollway’s incident management program has been gathered and studied over the years from various accredited sources. Besides internal Tollway resources and experience, outside resources include other state agencies with their state approved incident management policies and procedures. Some of this information was obtained from and developed through the Department of Civil Engineering at Southern Illinois University, Edwardsville (SIUE), which created a highway incident management training program in cooperation with the Illinois Department of Transportation. Additional information was attained from the Federal Highway Administration’s incident management policies and procedures, and from information obtained from the Federal *Manual on Uniform Traffic Control Devices for Streets and Highways (MUTCD)*.

This document and associated detailed guidance can also be referenced by emergency responders involved in managing incidents occurring on the Tollway by offering to them approved and proven incident management procedures to be utilized in a safe and efficient manner. This guide is also intended to be dynamic in nature and thus updated as needed to reflect the changing nature of procedures, agency response and technological advances involved in managing this process.

See *Appendix A* for a glossary of terms used in this document.



2.0 NATIONAL INCIDENT MANAGEMENT SYSTEM AND INCIDENT COMMAND SYSTEM

2.1 National Incident Management System (NIMS)

The *National Incident Management System* is a comprehensive national approach to incident management that was designed to organize, coordinate and bring together operational procedures at all jurisdictional levels. NIMS has been developed by the Department of Homeland Security and is managed through the National Integration Center (NIC). The NIC publishes standards, guidelines, and compliance protocols for all emergency responders across the nation to consider while working at incident scenes. Those resources are designed to improve cooperation, coordination and communication among the public and private entities working at these scenes.

2.2 Incident Command System (ICS)

A key element of NIMS is the *Incident Command System* which is a command structure set up at incident scenes to direct and control all responders. The ICS may consist of a single *incident commander* who will solely take charge of, direct and be responsible for an entire operation, or of a *unified command* that consists of one supervisor from each responding agency. The unified command allows agencies with different functions to assemble together and design an incident action plan that allows all responders to work together safely, efficiently and effectively. The ICS is designed to avoid duplication and confusion in order to clear a scene as quickly and as safely as possible. The ICS can also oversee the demobilization, break-down and exiting of all responders, once the scene has cleared.



On the Tollway, the initial incident commander would normally be one of the first responders on the scene, usually a state trooper from District 15 or a Tollway maintenance person. As the incident develops, the incident commander may switch to a more experienced or higher ranking State Police officer or, more likely, to a Tollway maintenance supervisor. The Tollway's incident management program is designed to have the incident scene turned over to the appropriate on-scene Tollway supervisor once all police activities are either completed or under control.

3.0 PRIORITIES

The following are major priorities that exist at virtually all incident scenes. The relative importance of the various priorities is determined by the nature and severity of the specific incident.

3.1 Life Safety

Preserving the lives and safety of all responders, injured persons, and passing motorists is the first priority when handling any incident on the Tollway.

3.2 Incident Stabilization

Actions must be taken to establish a safe working environment in and around the scene, to aid and attend to the injured, prevent fires, request appropriate resources, remove debris, and do anything necessary to safeguard and stabilize the scene. Depending upon the severity and potential length of the incident, various types and amounts of traffic control equipment and various operational procedures will be utilized.



3.3 Maintenance of Traffic

Efforts must always be taken to protect and manage traffic as it passes an incident scene. Emergency lighting, on-scene traffic control devices and the proper positioning of responders' vehicles are all methods used to maintain safe traffic movement adjacent to an incident. At many incidents, physical warning devices are set up at the beginning of a traffic incident, in an *advance warning area*, to alert motorists of an upcoming slowdown. These warning devices may include arrow boards or message boards mounted on maintenance vehicles, portable warning signs and portable changeable message signs (PCMS) placed ahead of an incident and traffic information displayed on overhead dynamic message signs (DMS). Timely incident information is also provided to various media outlets. Lane closure and traffic control procedures are detailed in the *Illinois Tollway Roadway Traffic Control and Communications Guidelines* applicable to incident management and related conditions.

According to FHWA, every minute of lane blockage can result in 4 minutes of congestion and increases the likelihood of a secondary incident by 2.8 percent. Safe, quick and efficient lane clearance is key to minimizing congestion, motorist delay and the occurrence of secondary crashes.

Responders are trained to make every effort to maintain traffic flow by only blocking those lanes of traffic necessary to maintain a safe working area. Responders are also asked to relinquish any blocked lanes of traffic back to motorists as soon as safely possible. This "Giving Back" of lanes is an attempt to prevent secondary crashes from occurring *upstream*, prior to motorists driving into an incident scene. Similarly, Tollway and State Police personnel are trained to safely expedite the clearance of an incident scene in order to return traffic to safe and normal conditions.



4.0 BASIC STEPS AND PROCEDURES

This section outlines the basic steps and procedures of most incidents. Depending upon the type and severity of an incident, one or more of these steps may occur simultaneously.

4.1 Detection and Notification

Detection and notification of incidents on the Tollway are most often made by motorists using cell phones. Calls are normally made to 911, *999, directly to the Tollway or to local police or fire agencies who then relay that information back to the Tollway. When calls are received from other agencies or from the public, those calls are usually answered by the Tollway's Call Takers, located in the District 15 Shift Commander's area located within the Tollway's Central Administration building. The Call Takers are extremely valuable in obtaining accurate information that is entered directly into the Computer Aided Dispatch system and automatically forwarded to the Dispatch Unit and the State Police Shift Commander. Notifications may also come from District 15 personnel on patrol, Tollway maintenance or field personnel, Highway Emergency Lane Patrol (HELP) truck operators, the Traffic Operations Center, manned toll plazas, other agency personnel or from the media.

The Tollway's enhanced mile post markers that depict the interstate route number, the direction of travel and the location with quarter mile interval numbers have greatly alleviated confusion by motorists and have helped emergency responders and Tollway personnel to respond more quickly to incident locations.

The initial incident notification is passed on to the Dispatch Unit, which in-turn, relays that information to Tollway maintenance personnel, District 15 personnel and to the Traffic Operations Center.

4.2 Verification

Incident verification is confirming the existence of and the exact type and location of an incident. Verification occurs when Tollway maintenance, District 15 or the Traffic Operations Center (via traffic surveillance cameras) actually observe that an incident has occurred and reports the exact location and basic facts to other responders, via the Dispatch Unit. Verification information is reinforced by emergency responders as they arrive on the scene and will help determine what types of equipment or other recourses are needed to handle the incident.



4.3 Incident Site Management

Incident site management can be a complex process which requires precise coordination, communication and cooperation between the on-scene responders, all support entities and the public. Listed below are essential points critical to establishing the safe, expedient and successful handling of an incident scene through proper incident site management:

- The timely relaying of detailed information to the Dispatch Unit, including the exact location, nature and severity of the incident, along with staying in radio contact with the Dispatch Unit at all times.
- The establishment of a safety zone to provide responders with a work area that minimizes the risk from oncoming traffic, with special attention given to proper emergency vehicle positioning.
- The establishment of an *Incident Command System* when major incidents occur, where the unity of command principles can be established and carried out.
- The request for certified hazmat clean-up companies to respond if hazardous materials are involved and not properly contained, in order to control, pick up and safely remove the contaminants.
- The practice of requesting only the appropriate amount of responders and equipment to respond, manage and end the incident, as quickly as possible.
- The timely communication of incident information to the public through media outlets, the internet and through the overhead dynamic message signs to advise travelers of potential traffic delays.



4.4 Protection of Evidence

Responders must treat all incidents as a possible crime scene and be aware of potential evidence that could later be used for prosecution. Any suspicious or out of place items (e.g. , firearms, bullets, drug paraphernalia, open liquor, likely stolen items) should not to be touched or moved if at all possible, but rather protected until turned over to or reported to the on-scene police investigators or a Tollway supervisor.

4.5 Hazardous Materials

When hazardous materials (hazmat) are either present, spilled or suspected at any incident scene, the first responders must initially notify the Dispatch Unit with as many details as possible. The Dispatch Unit will in turn notify the proper hazmat responders.



For minor hazmat incidents, normally the only responders notified are District 15 hazardous materials officer(s) and Tollway maintenance personnel who are equipped to handle certain minor, non-toxic clean-ups (e.g., gasoline, diesel fuel spilled or leaking from fuel tanks). For major spills, the hazmat responders called could be a fire department or a private hazardous materials clean-up company. However, in all hazmat incidents, Tollway maintenance and State Police hazmat personnel will always be notified and will respond.

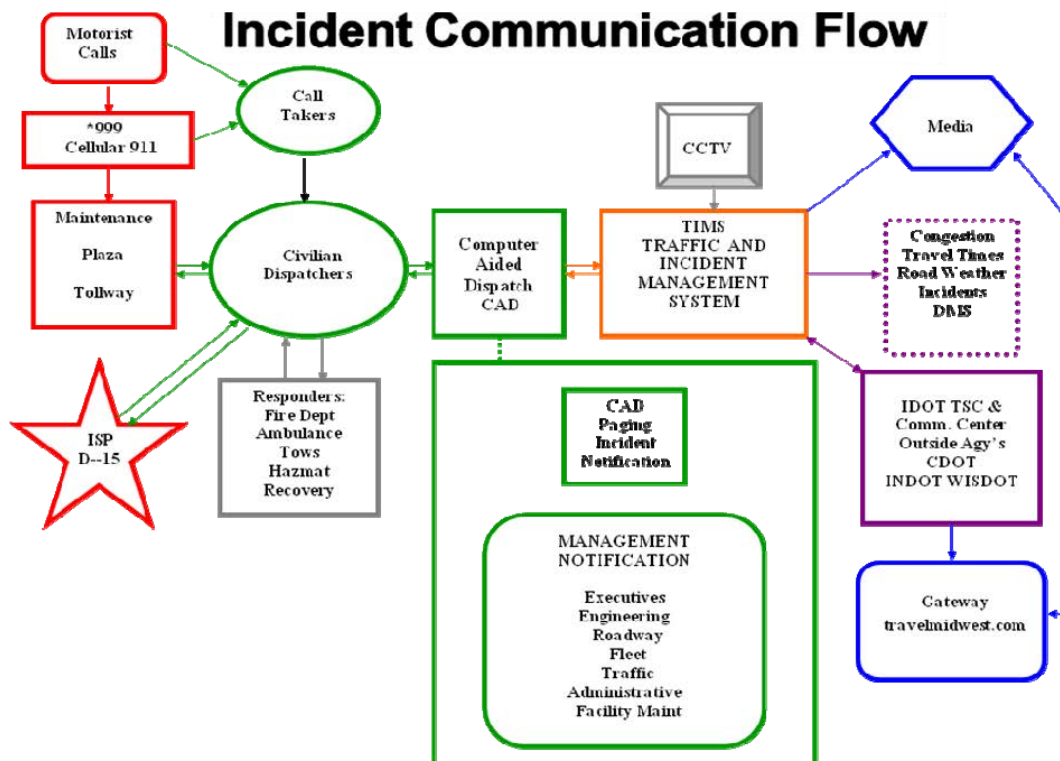


4.6 Breakdown and Demobilization

Incident demobilization, or the breaking-down of an incident, will occur when all injured persons, all damaged vehicles, equipment and debris are removed from the scene. Demobilization is the safe, expedient and orderly departure of all responders and equipment from a scene to return the affected area back to a normal traffic flow. The dismantling of the scene always begins at the downstream end of the incident and proceeds upstream, back to the advance warning area.



Once an incident scene is cleared, the Dispatch Unit will be notified by Tollway maintenance or State Police personnel that all lanes and shoulders have been cleared and are reopened. The Dispatch Unit then enters that information into the Tollway's CAD system to complete the full recording of the incident. The Dispatch Unit or the Traffic Operations Center will then change the appropriate overhead dynamic message signs, send text message alerts and e-mails to appropriate internal and external personnel, and alert the media of the incident's conclusion.



5.0 INTERNAL ASSETS AND PROGRAMS

This section lists basic agency coordination and communication needs, including a review of the Tollway's assets typically involved in incident management.

5.1 Illinois State Police, District 15

Illinois State Police District 15 is assigned exclusively to the Illinois Tollway by a formal agreement between Tollway and Department of State Police (legislative order) and is responsible for all law enforcement and police related activities occurring on the Tollway. These activities include routine police patrol, crash investigation and crash reconstruction, criminal investigations, the handling of or assisting with Tollway incidents and events, plus other law enforcement activities. Although ultimately governed by the Illinois State Police Command in Springfield, District 15 works very closely with all departments within the Tollway as a close partner and ally.



5.2 Maintenance & Traffic Division: Roadway Maintenance Unit

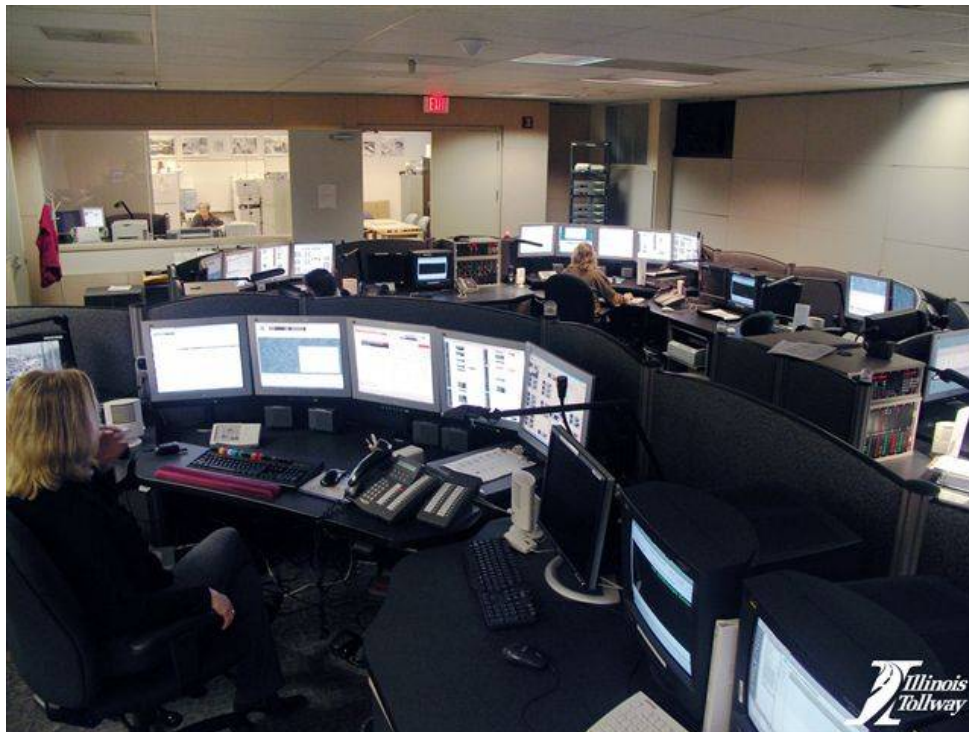
The Illinois Tollway has its own roadway maintenance unit, a part of the Division of Maintenance and Traffic, that is responsible for all normal maintenance and repair on the Tollway including roadway patching and lane repairs, guardrail replacement and repair, traffic sign manufacture and installation, mowing operations, snow plowing and all other Tollway related maintenance activities. Additionally, the Tollway maintains fully staffed garages throughout its system to repair and maintain the Tollway's entire fleet of vehicles. During off hours, most maintenance garages are staffed with reduced crews at all times, to complete off hour work activities and be available to respond to incidents and other motorist related issues.



5.3 Dispatch Unit

The Tollway's Central Dispatch, another unit of the Maintenance & Traffic Division, handles all radio traffic with Tollway maintenance units, District 15 units, Tollway field personnel, HELP trucks and manned toll plazas. The Dispatch Unit also contacts fire departments, tow companies and any other emergency responders needed to respond to incidents occurring on the Tollway. Additionally, the Dispatch Unit has the capability of communicating with other State Police districts in Illinois and with many other police agencies in neighboring states.

The *Illinois State Police Emergency Radio Network (ISPERN)* is monitored by the Dispatch Unit and can be used to simultaneously notify all neighboring police agencies of any emergency police situations (e.g., persons or vehicles wanted by law enforcement, missing person information, etc.). Similarly, the *Illinois Radio Emergency Assistance CHannel (IREACH)* is monitored and used to communicate with local emergency responders (police, fire, highway maintenance crews) to give information about the incident at hand, to give directions and to request additional equipment. When the Traffic Operations Center is not operational, the Dispatch Unit assumes the task of maintaining the overhead dynamic message signs and the roadside traffic cameras.



5.4 Computer Aided Dispatch (CAD)

All incident and traffic related information received by the Dispatch Unit, including Detection, Notification and Verification data, is entered into the Tollway's Computer Aided Dispatch (CAD) system by Dispatch Unit personnel. The CAD system is a computer based data system that gathers and stores information in an incident record. CAD also aids the Dispatch Unit by recommending the proper responders to notify about Tollway incidents. Additionally, dispatch personnel will record all pertinent radio traffic received from the field into the appropriate CAD incident records. The CAD system is interfaced with the Traffic Operations Center, thus allowing for the immediate sharing of updated information concerning an incident.

5.5 Traffic Operations Center (TOC)

The Traffic Operations Center (TOC), along with its Traffic and Incident Management System (TIMS) software, plays a central role in incident management by detecting and visually confirming incidents on virtually all areas of the Illinois Tollway system, through a mass array of traffic cameras and sensors. Once detected, incident information is communicated through the Dispatch Unit to the appropriate incident responders. For major incidents, the Dispatch Unit may notify additional Tollway staff, the media and Tollway patrons utilizing the overhead dynamic message signs. These notifications ultimately contribute to the quicker clearance of an incident and the lessening of traffic congestion.

The Traffic Operations Center is normally staffed with three to four traffic technicians from 5 am to 8 pm, Monday through Friday. Those hours are expanded for special purposes including, but not limited to, anticipated high volume travel periods, snow storms and any incidents with a regional impact. During off hours, the Dispatch Unit administers a scaled-down version of the Traffic Operations Center.

For an overview of the operational procedures undertaken within the Traffic Operations Center, see the Illinois Tollway “*Traffic and Incident Management System (TIMS) Concept of Operations*” manual.



5.6 STARCOM21 Radio System

The Tollway uses the State of Illinois’ *STARCOM21* radio system, a statewide digital trunked radio network. This network is used by the Dispatch Unit for day to day primary dispatch communications, for tactical communications between maintenance and District 15 units and for communications with other agencies.

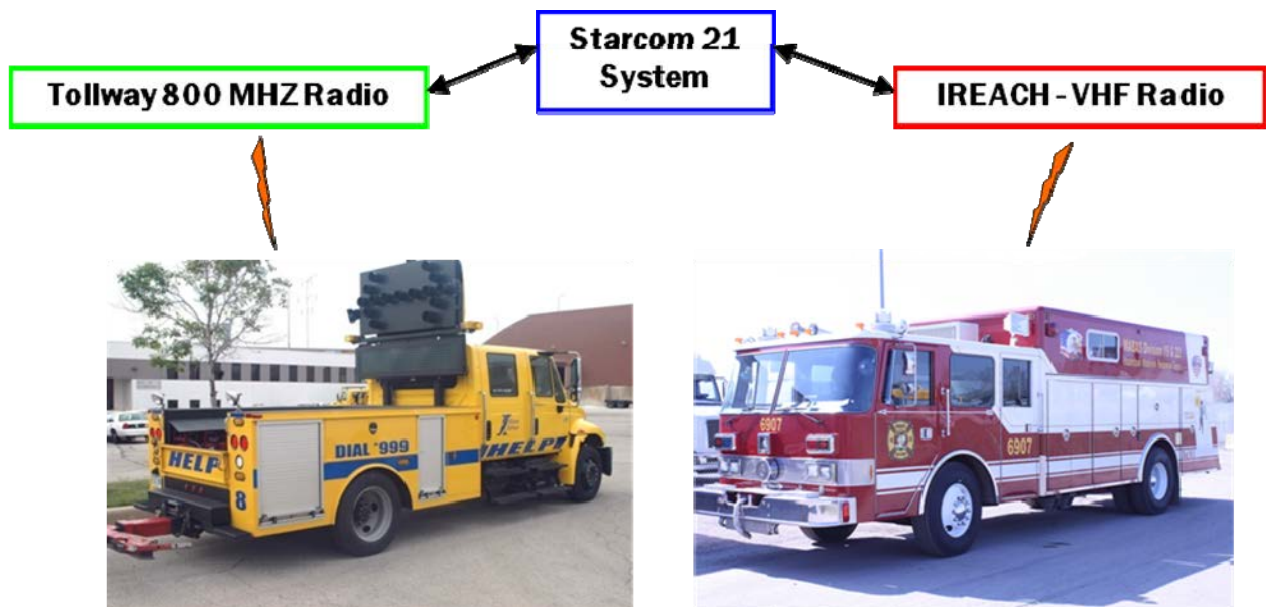
5.7 Vehicle Communications

All Tollway vehicles, which include District 15 squad cars, Tollway staff vehicles and Tollway maintenance trucks, are equipped with the Tollway's own *STARCOM21* radios to ensure a rapid relay of vital information to and from the Dispatch Unit. Most of these vehicles are also equipped with VHF radio systems (ISPERN and IREACH) that can be used to inform other emergency responders about traffic conditions and other incident related matters. In addition, the Dispatch Unit can use common communications channels to communicate with outside entities such as fire departments, local police agencies, towing companies and other emergency responders.

5.8 External Communications

All communications involved in an incident or event, from the first notification until the ending of the incident demobilization, are coordinated through the Tollway Dispatch Unit. Besides handling all internal communications with Tollway personnel, the Dispatch Unit also reports, records, disseminates and coordinates all information with other agencies responding to the Tollway. The Dispatch Unit, in conjunction with the Traffic Operations Center, can communicate incident related information to the public through the overhead dynamic message signs and through on-time, incident information communicated directly to the media. Additionally, information can be sent to the Lake Michigan Interstate Gateway Alliance (LMIGA) travel website to inform the public of an incident, along with other traffic related information.

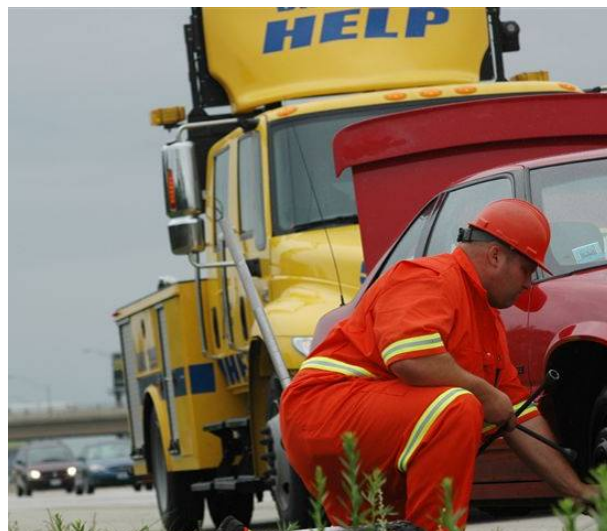
- **Communications with outside agencies**
 - IREACH patch from Tollway 800 MHz radios to Emergency Responders on VHF



5.9 HELP Trucks

Highway Emergency Lane Patrol (HELP) trucks are special Tollway service trucks used to patrol the entire Tollway system, Monday through Friday, from 5 am to 8 pm (see *Appendix B*). HELP trucks are assigned to specific patrol areas on the Tollway to assist disabled motorists, to provide traffic control and backup at crash and incident scenes, to remove debris from the roadway and to patrol and notify the Dispatch Unit upon locating any significant incidents or other important traffic related issues. The HELP trucks are equipped with various materials and emergency equipment necessary to aid disabled motorists in getting on their way as soon as possible. These materials include gasoline, engine coolant, tire jacks and battery boost equipment. Additionally, the trucks are supplied with special equipment to assist at incident scenes, including permanently mounted arrow boards/changeable message signs, traffic cones, liquid absorbing materials and extra emergency lighting equipment. The HELP truck drivers are also trained as first responders and traffic control specialists.

Outside of the normal HELP truck hours of operation, other Tollway maintenance personnel working on the road or at the maintenance garages are trained and also available to respond to roadway incidents as needed.



5.10 ZERO Weather Patrol

ZERO Weather Patrol is a program implemented when temperatures or sustained wind chill drop below zero degrees Fahrenheit. The program consists of Tollway trucks that are assigned to patrol designated areas of the Tollway to assist and/or transport stranded motorists to safe locations. The program commits at least one truck from each Tollway maintenance garage to hourly patrol an assigned area to look for stranded motorists and to respond to calls for assistance from the public. ZERO Weather Patrol vehicles work throughout the day and night while temperatures remain low. They assist the stranded motorists by dispensing gasoline, changing flat tires, giving battery boosts and supplying antifreeze. The trucks used are crew-cab trucks that can accommodate up to five passengers. If motorists need to be transported, they are taken to a Tollway maintenance garage, a toll plaza or an oasis while other forms of road service are obtained through the Dispatch Unit.



When this program is implemented, the Dispatch Unit broadcasts to all Tollway employees and to all District 15 personnel that ZERO Weather Patrol is in effect with a standardized message, at least once each shift, until the weather subsides. This program supplements normal ISP District 15 patrols, in the event a trooper is delayed, preventing a motorist from being stranded for longer than an hour. District 15 personnel are also requested to check their patrol areas at least once each hour if their duties permit.

6.0 OUTSIDE RESOURCES

Following are brief descriptions of outside agencies and resources that work with the Tollway on incident management.

6.1 Fire Departments

Fully staffed fire departments and volunteer fire departments have signed agreements with the Tollway to supply fire and ambulance services within certain defined areas. The agreements outline designated areas of responsibility, reimbursement amounts for fire and medical calls, billing criteria and back-up response procedures. If the closest or assigned department is unable to respond in a timely fashion, the agreements lay out the protocol for another agency to take over a call on the Tollway, in which case the Tollway is to be notified. The agreements also address and prohibit or strictly limit the distribution of photos taken by fire department personnel covering incidents occurring on the Tollway. *Appendix C* contains the standard fire department and emergency medical services agreement with which these departments must agree.



6.2 Towing Companies - General and Heavy Duty Towing

The Tollway has agreements with towing companies to expediently respond to incidents for general and heavy duty towing when called by the Dispatch Unit. Some of these companies have agreements to provide heavy duty towing and recovery operations, as needed. The agreements primarily outline designated areas of responsibility, towing and operational fees, driver, office and towing equipment requirements, billing and record keeping policies, vehicle storage and pick-up criteria and legal requirements.



6.3 Emergency Contract Towing

Emergency contract towing is initiated when vehicles are disabled along the Tollway to the extent that normal towing procedures are ineffective, as during severe snow storms. In that case, the towing contracts stipulate the specific towing equipment to be used, the assigned areas of coverage, the relocation sites, the reporting procedures and the per hour towing fees. *Appendix D* presents the overall towing operator policy.

6.4 Vehicle Recovery Towing

The Tollway also has agreements with towing companies who specialize in recovery towing. *Appendix E* contains the associated standard vehicle recovery information and agreement.



6.5 Hazardous Materials Clean-up Companies

The Tollway has local hazardous materials clean-up companies available to call upon as needed. If a trucking company involved in a hazardous materials incident on the Tollway has a hazardous material spill or poses a threat of contamination to their vehicle or the surrounding area, that trucking company has the option of calling out their own hazmat clean-up company, if approved by the Tollway's Incident Manager. The Incident Manager will take into consideration the distance and time factors involved in getting the contaminated area properly cleaned and in getting traffic flow back to normal. If the trucking company's offered response is inadequate, the Tollway will request one of its own approved clean-up companies to respond and will have the bill sent directly to the company responsible for the hazardous materials incident.



6.6 Medical Helicopters

Medical helicopters from regional medical centers are available to handle seriously injured persons on the Tollway. When required, these helicopters will always be requested by the fire department or ambulance service handling the incident. If it is determined that the only safe and reasonable place to land a helicopter is on the Tollway right-of-way, only Tollway maintenance personnel and District 15 personnel will be allowed to shut down the entire Tollway, in both directions, for the landing and for departure. Once safely landed, the opposite side of the road can be reopened to traffic. For the helicopter's departure, both sides of the Tollway will again be shut down for safety purposes.

6.7 Additional Procedures, Actions and Programs

Procedures are in place to notify outside agencies about incidents occurring both on and adjacent to the Tollway, when necessary. Those outside agencies include the Federal Highway Administration (FHWA), the Federal Emergency Management Agency (FEMA) and the Institute of Environmental Management and Assessments (IEMA).

6.8 Media/Public Relations

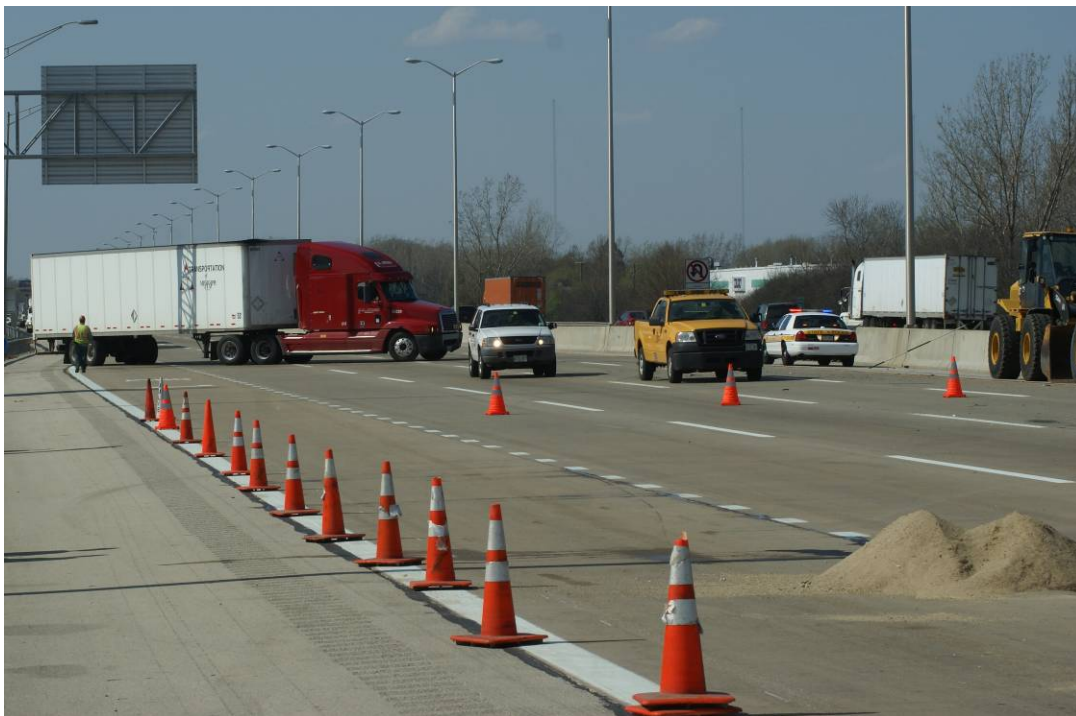
The Tollway attempts to educate the public through various informational outlets. Besides normal public relations information generated through the Tollway's Communications Department, traffic-related information is directed regularly to media sources from the Traffic Operations Center or from the Dispatch Unit. Information generated for the public is relayed through public service announcements (PSAs), press releases, internet notifications on the Tollway's own website and through the Lake Michigan

Interstate Gateway Alliance (LMIGA) travel website TravelMidwest.com. Additionally, information can be offered through displays on the overhead dynamic message signs and on the portable-changeable message signs.

When a large scale incident occurs that draws the media to the scene, an attempt is made to keep the media staged in one safe location, in close proximity to, but far enough away from, the scene to prevent their interference with the responders and the investigators, as well as to preserve the privacy of any persons involved in the incident. Safe locations for media staging on the Tollway are at toll plazas, maintenance facilities or at oases where they can set up their equipment and be updated all at once by Tollway representatives.

6.9 Local Jurisdictions and Alternate Routes

The utilization of alternate routes usually involves the directing of traffic off the Tollway, then back onto the Tollway, in order to guide motorists around an incident. Alternate route plans are placed into effect only when the roadway is completely blocked and is not expected to be reopened for an extended period of time. Events such as major crashes with complete lane blockage, police related activities where all lanes are closed, hazardous material spills, uncontrollable natural events or road closures in adjacent states which result in the complete blockage of Tollway traffic can demand the use of alternate routes.



The decision to divert traffic off the Tollway will usually come from the Incident Commander in conjunction with Tollway supervisors and State Police supervisors, all of whom would have complete knowledge of the event, alternate route plans and the consequences of making that decision. Local jurisdictions will be notified of the situation and of the potential traffic conditions impacting their communities by the Dispatch Unit, on behalf of the State Police District 15. Requests for local law enforcement assistance on traffic diversions is requested by the State Police via Central Dispatch.

A formal alternate route plan for diverting traffic around an incident occurring on I-90 and I-94 on or near the Illinois/Wisconsin border is currently in place and already has permanently erected alternate route signs established to direct traffic around certain areas. The detailed plan is titled *I-39/90 Corridor Alternate Route Operations Guide, I-94*, by the Wisconsin Department of Transportation.



6.10 Lake Michigan Interstate Gateway Alliance (LMIGA)



The *Lake Michigan Interstate Gateway Alliance*, formerly known as the Gary-Chicago-Milwaukee Corridor Coalition (GCM), encompasses an area from southwestern Michigan, south through Gary, Indiana, north through Chicago and back northwest to Madison, Wisconsin. LMIGA focuses on interagency traffic information sharing among roadway operators covering congestion, road construction, and any other issues affecting traffic. The alliance also focuses on interstate operations to improve safety and mobility. The goals are realized through interagency communication and coordination, improvement projects, training efforts, the LMIGA website, and through region-wide planning. The Tollway reaches out to LMIGA to inform neighboring states of major Tollway incidents.

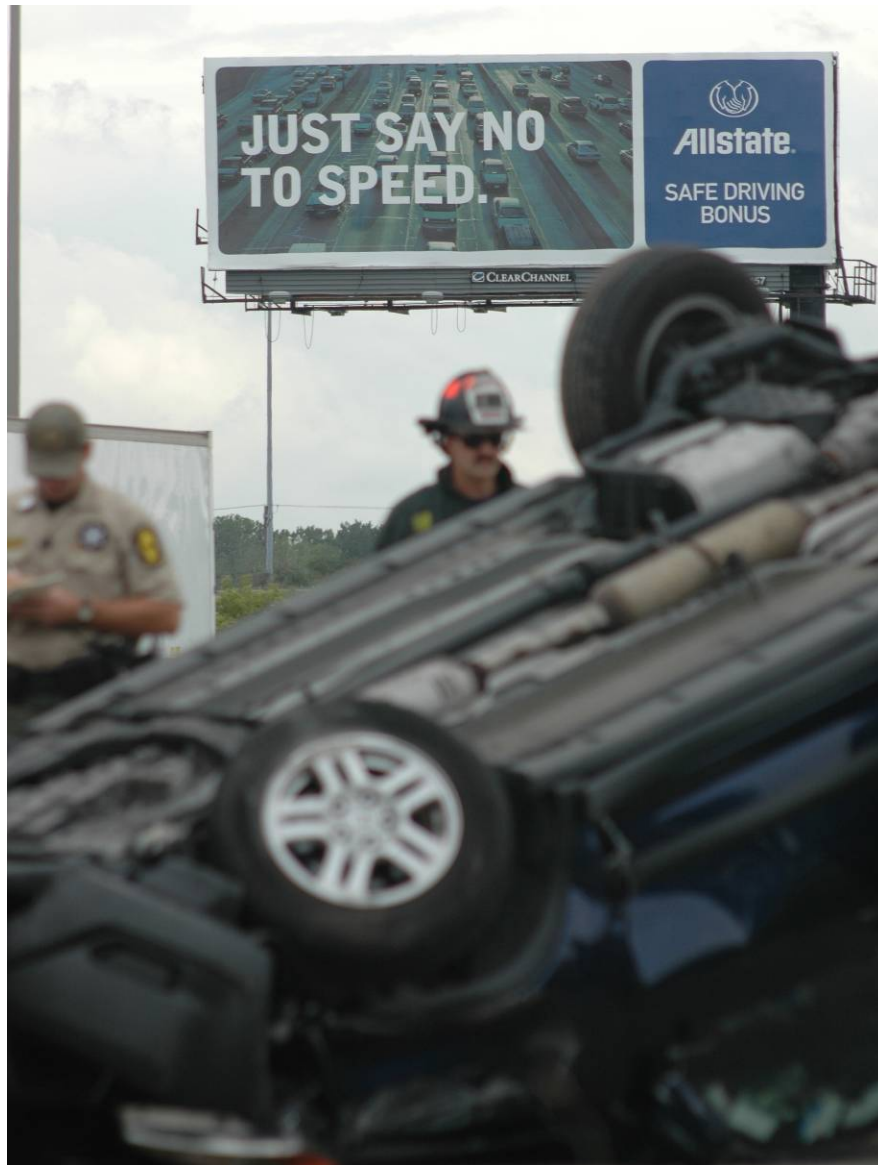
6.11 Great Lakes Regional Transportation Operations Coalition (GLRTOC)



The Illinois Tollway is also a member of the *Great Lakes Regional Transportation Operations Coalition*, a cooperative effort among transportation agencies in the United States and Canada to improve the safe and free flow of commercial truck traffic throughout the Great Lakes region in support of regional and economic growth. This region encompasses an area from Winnipeg, Canada to Ontario, Canada, down through Detroit, Chicago, and Minneapolis, then back to Winnipeg. Similar to the *Lake Michigan Interstate Gateway Alliance*, information is gathered and shared between all of its members in an attempt to keep commerce and transportation moving in a safe and economical manner.

7.0 POST INCIDENT REVIEWS

A post incident review may be held after a major incident to review policies and procedures used at an incident scene. It can also be used to answer and raise questions in relation to the operation and handling of an incident. All responders involved are normally invited to attend the review to discuss both the positive and negative points of managing the event. In addition, any concerns surrounding a responder's actions or decisions made, or any problems or conflicts developed between responding agencies or personnel, can be discussed and addressed to better handle future incidents.



Appendix A

Definitions



The following terms are used within the *Guide*, defined as follows:

Activity Area – Section of the highway where incident response activities take place. The activity area is comprised of the upstream buffer space and the incident space.

Advance Warning – Notification methodologies that advise approaching motorists to transition from normal driving status to that required by the temporary emergency traffic control measures ahead of them.

Advance Warning Area – Section of highway where motorists are informed about the upcoming incident area.

Block – Positioning of a vehicle to create a physical barrier between upstream traffic and the incident space.

Block to the Left – Positioning of a vehicle where traffic is being diverted to the left.

Block to the Right – Positioning of a vehicle where traffic is being diverted to the right.

Buffer Space – A lateral and/or longitudinal area that separates personnel and vehicles in the protected incident space from nearby moving traffic.

CAD – Computer-Aided Dispatch.

CCTV – Closed Circuit Television. Cameras on the system that can relay images to TIMS Center staff.

Command – The act of directing, ordering, controlling by virtue of explicit statutory, regulatory or delegated authority.

Command Staff – Consists of Public Information Officer, Safety Officer, Liaison Officer and other positions as required, who report directly to the Incident Commander.

Communications – All forms, including verbal and electronic, of exchanging information relative to an incident.

Communications/Dispatch Center – Agency or interagency dispatch centers, 911 call centers, emergency control or command dispatch centers or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel.

Crash Reconstruction – The objective analysis of physical evidence present in a collision event that serves to establish how the collision occurred, factually and objectively.

Dispatch Unit (ISP District 15) – handles all radio traffic with Tollway roadway maintenance personnel, all field personnel and all manned toll plazas, plus radio communications for District 15 State Police. The Center also communicates with all fire departments, ambulances and towing companies contracted with the Tollway, along with other emergency responders as needed.

DMS – Dynamic Message Sign.

Downstream – Roadway or traffic flow beyond the incident space, when considered from the perspective of a passing motorist.

First Responder – Those individuals in the early stages of an incident who are responsible for the protection and preservation of life, property, evidence and the environment. May include emergency response providers, emergency management, public health, clinical care, public works and other skilled support personnel.

Flagger(s) – Personnel assigned to control stop and go traffic or direct traffic in conformance with the Manual on Uniform Traffic Control Devices (MUTCD).

GIS - Geographic Information System.

GLRTOC – Great Lakes Transportation Operations Coalition

Helispot – See Landing Zone

Highway – A general term for denoting a public way for purposes of travel by vehicular travel, including the entire area within the right-of-way.

Incident – Any non-recurrent situation that impedes the continual flow of traffic by reducing highway capacity.

Examples include traffic crashes, debris, disabled vehicles, fire, hazardous materials spillage, medical emergencies, highway maintenance and reconstruction projects and special non-emergency events (e.g., sport events, concerts, or other events that substantially affects roadway operations).

Incident Clearance – The process of removal/relocation of vehicles and handling debris in an attempt to restore the area impacted by the incident to pre-incident conditions. This may involve environmental clean-up, debris removal and towing.

Incident Commander – An individual responsible for the coordination of all responders. This role is assigned to the first emergency responder arriving at the scene of a highway incident and may change as other responders arrive on-scene. The ranking fire official, when on-scene, is the Incident Commander.

Incident Command Post – The field location where the primary tactical-level, on-scene incident command functions are performed.

Incident Command System (ICS) – A standardized, on-scene, all-hazard incident management concept that is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively.

Incident Commander – The individual responsible for all incident activities, including the development of strategies, tactics and the ordering and release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Detection – The process of recognizing and reporting an incident to initiate an integrated incident response by use of ITS field equipment such as detectors or CCTV cameras. Compare to Incident Notification.

Incident Level – A numerical rating of an incident used by TIMS Center staff to classify and help manage an incident.

Incident Management Plan – A coordinated course of action focused on providing an appropriate response to resolve traffic incidents safely and with reasonable speed. Also, an incident management plan can be a written document that outlines the best practices and procedures in effective handling of incidents.

Incident Notification – The process of recognizing and reporting an incident to initiate an integrated incident response by receipt of a cell phone call from a driver, a partial report from ISP, Tollway maintenance or other public agency personnel. Compare to Incident Detection.

Incident Response – An action or series of actions taken by responder to restore the highway to normal operating capacity. This may include aiding a stranded motorist, providing first aid and directing traffic.

Incident Verification – The confirmation of legitimacy of an incident and evaluation of whether or not the incident requires a response by an agency. This may be done by field staff including H.E.L.P. crews, police, fire departments, other agencies qualified to make such assessments or by TIMS Center staff using CCTV camera views.

Incident Space – Physical area of the roadway within which the emergency responders perform their EMS, fire, law enforcement and recovery tasks for an incident.

IPO – I-PASS only lane for use by vehicles with transponders.

IREACH – The *Illinois Radio Emergency Assistance Channel* for local agency communications among police, fire, highway maintenance and others.

ISP – Illinois State Police.

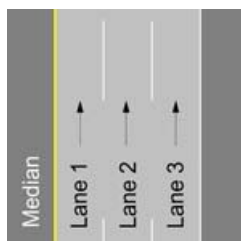
ISPERN – The *Illinois State Police Emergency Radio Network* for ISP monitoring and dispatching.

ISP Operations Center – A command and control center located in the Tollway Central Administration Building where ISP shift commanders and call takers are stationed at all times of the day and night.

Landing Zone – A designated location where a helicopter may safely take off and land. Landing zones may be used for medical evacuation and loading of supplies, equipment or personnel.

Lane 1, 2, 3, etc. – Naming convention for lane identification. Lanes are numbered starting with the left most lane as seen from the motorist's direction of travel (the lane nearest the median) being Lane 1. See example below for a 3 lane highway:

Lane 1 - left lane nearest the median
Lane 2 - middle lane
Lane 3 - right lane nearest the shoulder



Liaison Officer – A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations.

LMIGA – Lake Michigan Interstate Gateway Alliance.

Manual on Uniform Traffic Control Devices (MUTCD) – The *MUTCD* is the national standard for all traffic control devices used during construction and maintenance activities. *MUTCD* Chapter 6I covers the use of traffic control devices at an incident scene.

National Traffic Incident Management Coalition (NTIMC) – The NTIMC is a forum of national organizations representing EMS, fire, law enforcement, public safety communications, towing and recovery, transportation communities working together to promote multi-disciplinary, multi-jurisdictional Traffic Incident Management (TIM) programs and activities.

National Unified Goal (NUG) – The NUG for Traffic Incident Management is a national program focused on responder safety; safe, quick clearance; prompt, reliable and interoperable communications. The NUG was developed by the NTIMC.

Officers – The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Public Information.

PCMS – Portable Changeable Message Sign.

Public Information Officer – A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Responder – Any individual or group of individuals from a specific agency/organization that provides expertise to manage and resolve an incident. Examples include maintenance department staff, fire crews, police officers, hazardous material teams, tow truck operators and others as identified in this plan.

Retroreflectivity – A property of a surface that allows a large portion of the light coming from a point source to be returned directly back to a point near its origin.

Safety Officer – A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

Safety Zone – A work area in and around the incident, which protects the responders from as many external threats as possible. A safety zone is often created by rerouting traffic around an incident.

Shadow – The protected incident space at a traffic incident that is shielded by the block from an emergency vehicle(s).

Site Management – The process of organizing and utilizing the appropriate group of responders for an integrated incident response. Components of site management include traffic management, safety management, incident clearance and recovery. Site management attempts to coordinate the efforts of all responders to safely and quickly resolve the incident.

Spotter(s) – Emergency personnel assigned to monitor approaching traffic and activate an emergency signal if the actions of a motorist do not conform to established traffic control measures in place at the incident scene.

Staging Area – Location established where available resources can be temporarily housed or parked while awaiting operational assignment.

STARCOM21 – State Radio Communications for the 21st century, Illinois's two-way radio system.

Tapers – A transition used to move traffic out of or into the normal path through the use of a series of channelizing devices. Typically related to either a lane closure/merge or shifting of all traffic around an obstruction.

Task Force – Any combination of resources, with common communications and a designated leader, assembled to support a specific mission or operational need.

Temporary Traffic Control (TTC) Zone – An area of a highway where road user conditions are changed due to a work zone or incident by the use of temporary traffic control devices, flaggers, uniformed law enforcement officers and other authorized personnel/emergency responders.

Termination Area – Area used to return motorists to their normal path. The termination area extends from the downstream end of the incident space to the last temporary traffic control device.

Toll Plaza – Designation point for collection of tolls manually or through an IPO lane.

Traffic Control Device – An apparatus used to safely divert traffic flow. Examples may include signs, arrow boards, traffic cones, barrels and flares.

Traffic Incident – An emergency road user occurrence, a natural disaster, other unplanned event that affects or impedes the normal flow of traffic. A traffic incident requires a response to protect life or property and to mitigate its impacts. Traffic incidents, for example, include motor vehicle crashes, fires, hazardous materials release, disabled vehicles, infrastructure damage, major disasters, terrorist events and other occurrences that require an emergency response.

Traffic Incident Management (TIM) – Systematic planned and coordinated use of human, institutional, mechanical and technical resources to reduce the duration of traffic incidents and improve the safety of motorists, crash victims and incident responders.

Traffic Incident Management Area (TIMA) – Area of a highway where temporary traffic controls are imposed by authorized officials in response to an incident. A TIMA is a type of TTC Zone and extends from the first warning device (such as a sign 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. The components of a TIMA include an advance warning area, a transition area, an activity area and a termination area.

Traffic and Incident Management System (TIMS) – The Illinois Tollway’s computer systems, staff, communications and the associated control of all field devices. The TIMS Traffic Operations Center in the Central Administration building is the “nerve center” that continuously monitors performance and helps to manage incidents of any type on the entire Tollway system.

Traffic Incident Scene – Location at which a traffic incident occurred including the TIMA.

Traffic Management – The process of evaluating and alleviating impeded traffic flow as a result of an incident. Traffic management may involve rerouting traffic, closing lanes, closing ramps and placing warning signs.

Traffic Operations Center (TOC) – The working traffic management center for monitoring and control of traffic operations, located in the Tollway Central Administration building. The center uses Traffic and Incident Management System (TIMS) software.

Traffic Restoration – The restoration of pre-incident conditions as a result of effective responses and appropriate site management. Recovery most often involves the resumption of normal traffic flow.

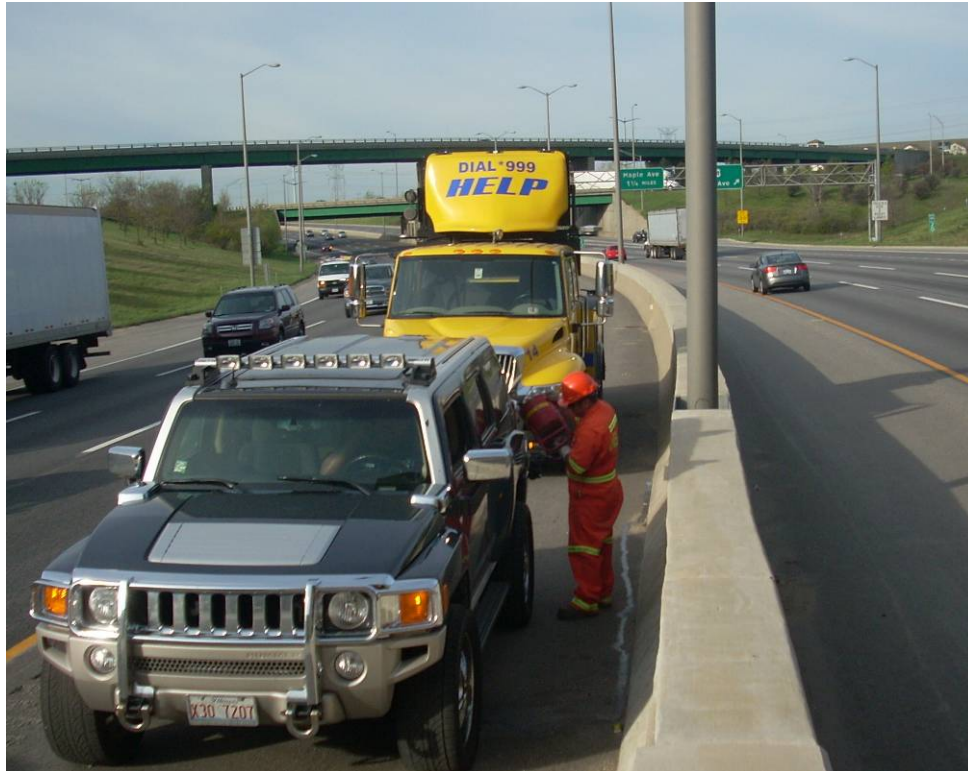
Traffic Space – Portion of the highway in which traffic is routed through the activity area.

Transition Area – The section of the highway where motorists are redirected out of their normal path. The transition area is the area in which approaching motorists should change their speed and position to comply with the emergency traffic control measures established at an incident scene.

Unified Command – An ICS application in which responding agencies and/or jurisdictions with responsibility for the incident work together to establish a common set of objectives and strategies.

Upstream – Roadway or traffic flow prior to the incident space when considered from the perspective of a passing motorist.

Appendix B
Illinois Tollway
Highway Emergency Lane Patrol Program



H.E.L.P



Highway **E**mergency **L**ane **P**atrol

HIGHWAY EMERGENCY LANE PATROL PROGRAM

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HIGHWAY EMERGENCY LANE PATROL (H.E.L.P) PROGRAM

OBJECTIVE

To provide an enhanced level of service and assistance to Tollway patrons who are stranded or if their vehicle is disabled, expeditious removal of disabled vehicles from the driving lanes and rapid response to a variety of emergencies/incidents with highly trained personnel. Thus reducing potential roadway hazards, increasing patron safety and minimizing disruption to traffic flow on the Tollway system.



H.E.L.P. PROGRAM

GENERAL INFORMATION

The H.E.L.P. program will operate 5 days a week from 5a.m. to 8p.m. providing assistance to Tollway patrons. All Maintenance sections provide H.E.L.P. services. Procedures have been established for distribution of fuel by Maintenance Operators to patrons who require fuel on the Tollway system. Each Maintenance Section Manager and Maintenance Section Supervisor is responsible for ensuring the H.E.L.P. program procedures are adhered to.

Operators can offer patrons who run out of fuel one can of fuel (2 gallons). The fuel is to be contained in specific container on the Maintenance trucks. Patrons are limited to only one 2 gallon can of fuel per occurrence. Maintenance personnel will follow established procedures for patrons who run out of fuel. **Diesel fuel is not to be supplied.**

It is expected that each Maintenance employee conducts themselves in a professional manner at all times, be courteous toward our patron(s). In the event of an encounter with a confrontational patron, the employee shall notify Dispatch by radio and request a Trooper be dispatched to the location.

Tollway employees are to wear the appropriate safety equipment (hard hat and vest) at all times and maintain their uniform clothing in a clean and presentable condition.

It is important that all participants understand the objectives of the H.E.L.P. program and conduct themselves accordingly. First and foremost of importance is the safety of our patrons and our Tollway employees. **Under no circumstances should safety be compromised.**

QUALIFICATIONS

The Maintenance employee will be trained on the functions and the service to be offered. All Maintenance Sites will have trained personnel available for assignments.

The following represent minimum qualifications that are required of employees assigned to the H.E.L.P. program:

1. Knowledge of First Aid and CRP trained
2. Knowledge of road access and crossovers
3. Knowledge of accident response
4. Knowledge of emergency lane closures
5. Knowledge of traffic control procedures
6. Completion of First Response Hazardous Material Awareness Training
7. Competency in communication and Tollway radio use
8. Knowledge of Towing and Recovery procedures
9. Fire extinguisher training
10. Mechanical training for the following vehicle problem:
 - a. Overheats
 - b. Out of fuel
 - c. Tire changing
 - d. Battery boosts
11. Knowledge of on scene Incident Management
 - a. Backing up of vehicles at accidents, incidents etc.
 - b. Locating emergency response units; Ambulance, Fire Trucks etc.
 - c. Directing traffic and lanes closures
 - d. Operation of equipment; arrow boards, changeable message signs, etc.
12. Knowledge of Maintenance Policies and Procedures regarding Motorist Aid, Transportation of Patrons; etc.

H.E.L.P PROGRAM FUNCTIONS AND SERVICES

FUNCTIONS:

1. Patrol roadway and assist patrons with disabled vehicles and the removal of same from live lanes of traffic.
2. Emergency response to incidents such as vehicle accidents, patrons relocation and coordination with outside service providers.
3. Debris pick-up / remove any debris from live lanes and large debris from shoulder.

SERVICES:

1. Disabled vehicle in live lanes - Notify dispatch of situation and supply 10-53 information. Wait in the Tollway truck until an all clear is received from Dispatch. Approach vehicle from the rear with all emergency lights on. Check with the driver to see if the vehicle can be moved. If so, instruct the driver of your intention, and carefully relocate the vehicle on the shoulder or safe location.
2. Out of fuel - Tollway employees can offer patrons who run out of fuel one can of fuel (2 gallons). The fuel is to be contained in specific containers on the Maintenance truck. Patrons are limited to only one 2 gallon can of fuel per occurrence. **Diesel fuel is not to be supplied.**
3. Overheat - Tollway employees can provide 50/50 water/antifreeze mixture and assist patrons with dispensing it into their vehicle.
4. Dead Battery - Tollway vehicles are equipped to give battery boost only after the vehicle has been relocated to a safe area. When attempting to jump start any vehicle, make sure all boosting procedures are being followed. Do not take short cuts. **Note: Never attempt to give a battery boost in a live lane of traffic.**
5. Flat tires - Assistance can be given to patrons when it can be done in a safe manner.
6. Transportation - Patrons of disabled vehicles may be transported only to a Maintenance facility. Plaza building or an Oasis. Patrons are never to be taken to a site off the roadway or "dropped" off at an interchange. If District 15 or the Tow Operator request assistance to transfer patrons off the Tollway, you must get approval from your supervisor before the assistance is provided. If after normal working hours, approval must be obtained from the General Manager of Maintenance and Traffic Operations or the Roadway Maintenance Manager.
7. Abandoned Vehicles - Abandoned vehicles located in a live lane, must be reported to dispatch and a request for assistance from District 15 shall be made. If the vehicle requires a 10-51 to expedite the removal of the abandoned vehicle from the lane, notify dispatch immediately. Do not attempt to move an abandoned vehicle by pushing or pulling the unit, unless directed to by the proper authority.

Abandoned vehicles located on the shoulder – Notify dispatch of the abandoned vehicle. An abandoned vehicle sticker is to be affixed.

8. Other – If a disabled vehicle requires services other than those offered through the H.E.L.P. Program, the operator shall notify dispatch of the problem and possible service(s) required, i.e.: Tow, Trooper assistance, etc. Always advise patrons of the two hour limit.
9. Operators may be required to remove any debris from live lanes of traffic that may be encountered during his/her patrol and large debris on the shoulder.

H.E.L.P. PROCEDURES AND SAFETY

1. The operator is responsible for the inspection of their vehicle at the beginning and end of his/her shift, unless directed by his/her immediate supervisor.
2. It is the operator's responsibility to check and maintain the established level of materials and supplies on the vehicle (see attachment) at all times.
3. The operator must have all required safety equipment in possession at all times:
 - a. Helmet
 - b. Gloves
 - c. Safety Vest
 - d. Safety Glasses
 - e. Rain Suit/Boots
4. Operator is to wear the helmet, safety glasses, and safety vest at all times when out of their vehicle.
5. Operators shall always use the appropriate emergency lighting system to give advance warning to the motoring public before coming to a complete stop (turn on arrow board, mars lights and apply brakes lightly to alert anyone behind your vehicle).
6. Operators are not to travel with their emergency lights on unnecessarily: to do so may cause patrons to disregard the purpose of their use. Exceptions include but are not limited to, when at a scene, responding and moving through back-ups.
7. Operators are to give dispatch 10-53 information for all contact with patrons. Operator shall wait for Dispatch's response and an all "clear" on the license plate prior to exiting the vehicle or allowing patrons to enter a Tollway vehicle. If advised by Dispatch to 10-24 & 10-18, do not ask why, just leave the area immediately.
8. Operators are to be courteous to patrons at all times.
9. Operators are **not to accept gratuities** from patrons under any circumstances.
10. Operators shall not quote the cost of service of any kind, road service, repairs or towing fees.
11. If the operator is confronted by a hostile patron, he/she shall notify dispatch that Trooper assistance is required 10-18. Avoid contact with the patron verbally or otherwise.
12. Operators are to approach any stopped vehicle from the rear only. If the operator is forced to stop in front of the stopped vehicle, the operator is to acquire the required information and notify the patron that the operator must relocate the Tollway truck to the rear of their vehicle.
13. Operators are never to stand between his/her vehicle and the patron's vehicle in a live lane of traffic. Always stand in front of the lead vehicle or the side opposite of oncoming traffic.

14. Stay alert, be aware of what is going on around you. Be sure the area around you is safe and free of potentially hazardous conditions. Be sure there is an escape route if needed.
15. Operators at times may be required to put gas into a patron's vehicle. Be extra careful when doing so. Make sure of the following:
 - a. All smoking materials are extinguished
 - b. Remove the gas cap slowly to release pressure
 - c. Remain a safe distance from lighted fusees that might be in the area
 - d. If, after dispensing fuel into the vehicle, it will not start, advise the patron that they can arrange for their own service or you can request service for them.
Do not attempt to perform any type of mechanical repairs.
16. Operators are allowed to inflate tires only for the purpose of removing the vehicle from the roadway.

FUEL DISTRIBUTION AND BILLING

An Invoice/Release of Liability must be completed by the Tollway employee and signed by the patron before any fuel is dispensed. The following is a step by step process of a typical patron fueling occurrence beginning with the fueling of the containers.

Refueling H.E.L.P. fuel containers

1. Maintenance Truck Operators input date into ICU using a special H.E.L.P. fuel M-number.
2. Fuel is pumped into containers and stored on the truck.
3. Fuel transaction information from ICU is sent electronically to Fleet for tracking.
4. **Refueling Patrons vehicle**
5. Maintenance Truck Operators will make contact with patrons in need of fuel. Explain to the patrons their options: call for service, purchase fuel from the Tollway. Driver is to explain the waiver/invoice. Maintenance Truck Operators will then ask the patron for their driver's license and complete the information required for the waiver/invoice, **(must be printed neatly)**. If the patron **doesn't have a driver's license**, call for outside service (**No State id's allowed**). Patrons are required to sign the waiver/invoice before going to the next step. No money will be accepted by the Maintenance employee. Patrons are given the white copy of the waiver/invoice.
6. Maintenance Truck Operator will dispense fuel into the patron's vehicle.
7. Maintenance Truck Operators must turn in the canary (yellow) waiver/invoice to their Maintenance Section Manager. The Maintenance Section Manager will verify that the invoice is complete, and will **initial each invoice**.
8. Each M-site will send the canary (yellow) copy of the waiver/invoice into Fleet each day.

Billing Process

1. Patron will send the white copy of the waiver/invoice to the Tollway/Fleet Department with their payment.
2. The Fleet System Analyst will sort each waiver/invoice and file them by type of service performed.

Billing Process (continued)

3. The Fleet System Analyst will separate the canary (yellow) copy of the waiver/invoice. The canary copy is kept for a monthly audit of fuel dispensed vs. fuel rendered to patrons.
4. The Fleet System Analyst will log all payments and then send all payments to Accounts Payable. Monthly reports are kept of all payments.
5. Reminder letters are sent (every 30-days) to patrons who have not sent their payments for the service rendered (fuel and antifreeze). If payment is not received in 60-days a final reminder notice is sent to the patron.
6. If after 90-days payment still is not received from the patron, Fleet will list all delinquent patron's names and address and place into a spread sheet along with a copy of the waiver/invoice and at this time the debts are deemed uncollectible.
7. A list of patrons with more than one write-off is kept and is turned over to Radio Dispatch monthly.
8. Radio Dispatch will inform the Maintenance Truck Operator that they are not to service the patron and to call only outside service for them.

INVOICE/RELEASE OF LIABILITY

An Invoice/Release of liability is to be used for all patron assistance occurrences where operators have hands on involvement with a patron's vehicle. All invoices are numbered and the M-sites are responsible for the tracking of them. The invoice/release of liability is a two part form. The form must be **completed by the operator** and signed by the patron before any service or product is rendered. This is not required for routine stops where the operator calls an outside service provider and no Tollway service is rendered.

Operators are to complete the entire Invoice/Release of Liability using the patrons driver's license to obtain the information (**no state ID's**). The operator's are to fully explain the service to be rendered and if fuel or antifreeze is to be supplied. They are to explain that they are receiving an invoice and are required to send payment to the Tollway. The patron must be told they are signing a Release of Liability and allowed to read it before signing. **Under no circumstances will Maintenance personnel take a payment or gratuities from patrons.**

At the end of each shift the operators are to submit their completed invoices to the designated person or location. These invoices are to be verified for accuracy and completeness by the Maintenance Section Manager and initialed. The yellow copy is to be sent by mail to Fleet on the next mail run. The timeliness of submittal of the invoices is important to the auditing of the products used in the program.

TRANSPORT OF PATRONS

It is approved practice for operators to transport stranded patrons to a Tollway facility to allow them to make arrangements for service. This practice is subject to the following restrictions:

1. Patrons shall be transported to the nearest Oasis, Plaza or Maintenance building.
2. Patrons shall be advised that stalled vehicles must be removed from the Tollway right-of-way within two (2) hours of disablement.
3. Under no circumstances should a patron be transported to an off road location, or dropped off at an exit ramp or interchange.
4. Dispatch must be notified at the commencement and termination of all transporting activities (**Signal 38**).
5. Advise Dispatch of the beginning odometer reading.
6. All patrons are required to fasten their seat belt when being transported in any Tollway vehicle.
7. At the conclusion of the transport activity, the operator must advise Dispatch of the ending odometer reading.
8. Complete information for each transport activity must be recorded on EM 136 and presented to the Maintenance Section Manager at the end of their shift.

PRE-TRIP INSPECTION AND CHECK LIST

Operators are required to perform a pre-trip truck inspection. The Tollway truck inspection sheet EM-67-FLT.0174 will be used before the H.E.L.P. or any Tollway vehicle is to be put into operation.

In accordance with existing per-trip inspection procedures, if the operator finds a mechanical problem with the truck that may interfere with safe operation of the unit, the operator is to note the problem on the Driver's Check Out sheet. The operator should then check-out another vehicle and use that unit until he/she is notified that their vehicle is ready for service.

The operator must be sure to notify the Maintenance Section Manager and the mechanics that there is a problem with their unit.

A H.E.L.P. check off list is also required to be completed before a tour of duty begins. The purpose of the check list is to assure that all materials and tools needed for the program are stocked on the truck. If, during the check you find items missing, note the missing items on the comments section of the check list. If it is an expendable item, procure the item and restock the truck.

If a tool is missing, the operator is to report it as soon as possible to the Maintenance Section Manager. The operator is responsible for materials and tool in inventory on the truck during their tour of duty. The operator is to restock the truck at the end of his/her scheduled shift (2 gallons fuel containers).

DISPATCH NOTIFICATION PROCEDURES

It is very important for every Tollway driver to notified Dispatch at the start and end of every shift. Tollway drivers are to keep in contact with Dispatch for their safety.

1. Each operator will notify Dispatch at the start of their shift (10-41) and end of their shift (10-42).
2. Proper radio 10 codes are to be used at all times. Copy of radio 10 codes shall be affixed to the vehicle.
3. Channel 8 is to be used only for obtaining needed information. All radio traffic pertaining to roadway problems is to be by way of normal radio channels.
4. 10-53 code is to be used for each incident. Operators shall wait for Dispatch's response and an all "clear" on the license plate prior to exiting the vehicle or allowing the patron to enter a Tollway vehicle.
5. Each contact is to be called into Dispatch.
6. Dispatch is to be notified of the location of any vehicle relocated for purpose of the patron obtaining their own service, or found to be abandoned.
7. Operators shall coordinate service with towing units to expedite the removal of any and all disabled vehicles. This will avoid other units from responding unnecessarily. Other Tollway units are to be alerted to radio traffic, and if they are closer to the disabled vehicle, notify other units that he/she will respond to that calls.
8. The first priority of H.E.L.P. is to aid in clearing the roadway of any obstructions. If a vehicle is moveable, find a clear area, move the vehicle to that location. Further assistance can then be provided in a safe manner.
9. Operators shall enter each contact that is made with a patron on form EM-136, and turn in the completed form to the Maintenance Section Manager at the end of each shift.
10. Operators shall gather all pertinent information (driver's license) before contacting Dispatch for service of disposition of vehicle. Obtaining this information shall be done after the initial 10-53 contact with Dispatch has been made.
11. Operators may put fuel into disabled vehicles, but shall not attempt to restart the vehicle.
12. Tollway vehicles are to be operated in safe manner to provide safe passage for the motoring public while securing the area around disabled vehicles.
13. In case of a 10-50 involving lane blockage longer than a half hour, the operator is to notify his/her immediate supervisor through Dispatch, so other measures may be taken to secure the accident scene and return to H.E.L.P. patrol.

COOLANT ADDING PROCEDURE

Procedures have been established for distribution of water/antifreeze mixture by operators to patrons whose vehicles require the addition of coolant. It is the Maintenance Section Manager and Maintenance Section Supervisor responsibility of each M-site to insure the procedures are adhered to. All antifreeze dispensed to the Tollway truck shall be charged to the M-number used for fuel. This can be done on a Small Parts Ticket or SRO.

Coolant is to be supplied from containers on the H.E.L.P. trucks only. Only H.E.L.P. operators are allowed to offer antifreeze to patrons.

Before beginning a tour of duty operators are to verify that all containers of coolant are full and ready for use. Once an operator signs the check sheet, they are responsible for the coolant until is turned over to the next shift or out of service for the evening. No coolant is to be used unless the unit is in acting as service in H.E.L.P program. The coolant containers are to be filled at the end of every shift by the operator that dispensed the coolant during their shift. Unless approved by the Maintenance Section Manager, this coolant is to be used in **patron's vehicles only**.

An Invoice/Release of Liability must be completed by the **Tollway Operator** and signed by the patron before any coolant is dispensed.

SAFETY PRECAUTIONS FOR ADDING COOLANT

1. Always wear gloves and eye protection when working around automotive coolant systems.
2. Never open a radiator or purge the tank cap that is under pressure. The coolant is very hot and could scald you. To test a cooling system for pressure, you should be able to squeeze the upper radiator hose flat with the cap on. If you are unsure, **do not open the cap.**
3. Once the cap is removed, add the 50/50 mixture of antifreeze and water to the top of the radiator or to full mark on the purge tank. If the vehicle has an overflow tank, fill to full mark. (Caution: some over flow tanks are pressurized).
4. Use caution in and around moving parts. Electronically controlled fans may be off and then start abruptly without warning. **Never** pour 50/50 mixture into a radiator while the engine is running.
5. Note any problem encountered with this process in the comments section of the Invoice/Release of Liability.

TIRE CHANGING PROCEDURES

Operators may assist patrons who have the misfortune of acquiring a flat tire with an automobile or light truck (with single rear tires only). The operators must survey the situation before beginning the process of changing the tire. If there are any apparent safety defects with the vehicle, the operator shall not attempt to change the tire and shall explain the problem(s) to the patron. At this time the operator should discuss other options for assisting them, such as calling for outside service or a tow.

Before changing any tire the operator must evaluate the location of the vehicle. If the vehicle is not in a safe location, the operator is not to change the tire. If the vehicle can not be moved to a safe location, the operator shall notify the patron and offer to call for outside service.

The following procedures are to be followed:

1. Before beginning the tire changing process the operator shall require the patron to sign the Invoice/Release of Liability form. The operator shall explain that it is a free service and there will be no charges or fees.
2. Inspect the spare tire. The tire should be full of air and good condition. The operator is not allowed to continue the process if the tire is not full of air or in good condition. Do not air up the spare tire, let the patron know of this procedure and that you are not allowed to change the tire. The operator should explain the options of calling for outside service, or a tow. If the spare is in good condition continue the process of changing the tire.
3. Inspect the unit to make certain the jacking point on the vehicle is accessible with the Tollway's jack and the ground is completely stable.
4. Remove the wheel cover or lug caps to expose the lug nuts. (Most wire wheel covers have a bolt located under a center cap which requires a special wrench that could be in the vehicle's glove box or trunk).
5. Chock wheel (opposite of the one to be removed, in both directions) to prevent vehicle from rolling.
6. Break lug nuts loose before raising the wheels off the ground (some wheels will be equipped with a special theft resistant lug nut which requires an adapter which may be in the vehicle's glove box or trunk or fastened to the vehicle's lug wrench).
7. Raise the vehicle off the ground just far enough to remove the tire and finish removing the lug nuts. Place the jack stand under the frame; do not go under the car to place the stand.
8. Change the tire.
9. Install the lug nuts using a cross tightening pattern as tight as possible with the tire off the ground.

10. Remove the jack stands and gently lower the vehicle down. Now tighten the lugs appropriately.
11. Do not replace the wheel covers or lug nut caps. Place these items in the trunk. Let the patron know that this is policy and you can not reinstall them.
12. If there were any problems that the operator may have encountered with the process, the operator should write down in the comment section of the Invoice/Release of Liability.

BATTERY BOOSTING PROCEDURES

In the event a patron's automobile or light truck with a **single battery system** requires a battery boost, there are several items you should check before beginning the process of jumping the vehicle.

First determine if the unit needs a battery boost. There may be other problems that can cause the engine not to start. Have the patron turn on the head lights and ask them to crank the engine. If the engine cranks or the lights are bright **do not jump the vehicle.**

You should also ask the patron why the unit's battery went dead. If the battery went dead due to the patron turning the vehicle off and it will not crank. Jumping the battery may start the car. If the patron was simply driving the vehicle and it stalled and would not start, there are probably other causes for the problems and the vehicle should not be jumped.

If, after determining the circumstance for the dead battery, the operator feels the unit should be jumped, the following procedures should be followed:

1. Before performing a battery boost the operator shall require the patron to sign the Invoice/Release of Liability form. The operator is to explain that this is a free service and there will be no charge.
2. Wear appropriate safety equipment including gloves and eye protection.
3. Use extreme caution as batteries produce explosive gas. Do not smoke. Prevent sparks and do not allow open flames near battery. Never jump start a frozen battery.
4. Connect the positive cable [(+), always first] to the positive post (on the battery or the power receptacle on vehicle's fender well if so equipped).
5. Connect the ground [(-) always last to a good ground on the engine], **never the battery.** Usually the alternator bracket is best.
6. Connect the booster cables to the Tollway truck via receptacle with the engine running.
7. Allow the battery to charge for at least two minutes before attempting to start the patron's vehicle.
8. Once the vehicle has started, **remove the cables from the Tollway's truck first,** the negative cable from the patron's vehicle, and lastly the positive cable from the patron's vehicle.
9. Wrap the cables neatly and unplug at receptacle.
10. Note any problem that has been encountered on the Invoice/Release of Liability.

MOVING, PUSHING, PULLING AND WINCHING VEHICLES

Moving of a Disabled Vehicles

There are several approved methods for assisting a patron when the vehicle is disabled in a live lane, a safety hazard or they are off the roadway. These methods include pushing and pulling a vehicle, winching vehicles and calling for outside service. Operators are to always use safe practices when moving vehicles and should make every effort to avoid damaging a patron's vehicle. After relocating a vehicle to a safe area, the operators shall offer to call for service and/or notify the patron of the two hour limit.

Moving of a Abandoned Vehicle

Operators who are on the scene of an abandoned vehicle are required to notify Dispatch and request assistance of a Trooper. The operator shall not attempt to move the vehicle unless the operator's supervisor or a Trooper request that the abandoned vehicle be moved.

The operator must use caution not to damage the patron's vehicle. If the unit can not be moved without damaging the unit, the operator must notify his/her supervisor or a Trooper and request an outside towing company.

Pushing or Pulling a Disabled Vehicle

Before pushing or pulling a vehicle with the Tollway truck the operator must determine if the location is hazardous to the patron or to other traffic. Approach the vehicle from the rear with all the emergency lights on. Check with the patron to see if the vehicle can be moved. If the vehicle is disabled in the live lane notify Dispatch of the situation and supply the 10-53 information.

If the patron approves pushing the vehicle, instruct the driver of your intent, carefully push or pull the vehicle to the shoulder area. After the vehicle is safely relocated on the shoulder or another safe location, check with the patron to see if assistance will be required.

If the vehicle is in a Toll Plaza or another area that requires the unit to be relocated, and before attempting to move the vehicle, the operator shall require the patron to sign the Invoice/Release of Liability form before the vehicle is moved. The operator is to explain that it is a free service and there will be no charge for the service. If the patron refuses to sign the Invoice/Release of Liability, notify them that you are required to contact Dispatch and request a Trooper and a tow. Continue to back up the unit until the tow has removed the unit. Before pushing a vehicle the operator must be certain that no damage will occur in the process. The Tollway truck should be moved to within 12" of the unit to be pushed.

The operator is to verify that the bumpers of both units are aligned so no damage to either unit will occur. In the case of pushing a large truck/trailer the patrons unit may not be capable of the forces exerted when pushing the unit.

Be sure the patron is in the vehicle and prepared for you to push the unit. The patron should place the unit in neutral and that all the brakes are not applied. Approach the unit **very slowly** until contact has been made. Do not make sharp turns; be sure traffic around you is prepared for your movements. If safety is in doubt, call for outside service and do not attempt to push the unit.

When considering pulling a disabled vehicle, pull in front of the unit only after determining that it is possible to pull the unit and you have identified the method and location of placing the pulling device (strap/chain). If it is determined that pulling (not winching) the unit is the best way of moving the disabled unit, the operator must take care not to damage the patrons vehicle. Damage can occur to steering and suspension components as well as body parts.

When pulling a patrons vehicle from the front, the pulling device shall be attached to the frame of the vehicle. Caution is needed to assure that the device will not contact any other area or part of the vehicle and damage the unit throughout the pulling process. Attach the device to the Tollway truck in the approved location.

Ask the patron to put their vehicle in neutral and will operate their vehicle by holding very light pressure to their brakes throughout the process, this will alleviate slack in the pulling device. Advise the patron to watch your vehicles brake lights closely and not to apply their brakes aggressively unless they get to close to the Tollway truck.

While holding your foot on the brake slowly take up the slack in the pulling device. You should feel a slight load and the vehicle should move without much effort. If the unit requires a moderate throttle position, stop and make sure the patron has placed his/her unit in neutral and has only light pressure on the brakes. If these functions are correct a mechanical problem's with the patron's vehicle exist and the operator should stop and call for outside service.

If the vehicle moves appropriately, move slowly to a safe location, do not make sharp turns or abrupt stops. Remove the pulling device immediately after exiting the Tollway truck. Forgetting to remove the pulling device, will cause damage to both vehicles and may cause a severe injury.

After relocating the vehicle to a safe area the operator shall offer to call for outside service and will notify the patron of the two hour limit.

Winching

The H.E.L.P. trucks are the only Tollway vehicles that are equipped with winches capable of moving vehicles and obstructions off the roadway. The winches are not designed for vehicle recovery and therefore are subject to specific winching operations. Typical winching operations would include the removal of objects or vehicles from the roadway that are damaged in an accident. Other would include vehicles with tires off the shoulder where pulling the unit with the truck is impractical. Do not attempt a recovery that is beyond the capability of the winch.

The operator shall require the patron to sign the Invoice/Release of Liability form before the vehicle is winched. The operator is to explain that this is a free service and there will be no charge. If the patron refuses to sign the Invoice/Release of Liability notify them that you can not perform the winching and notify them of the two hour limit.

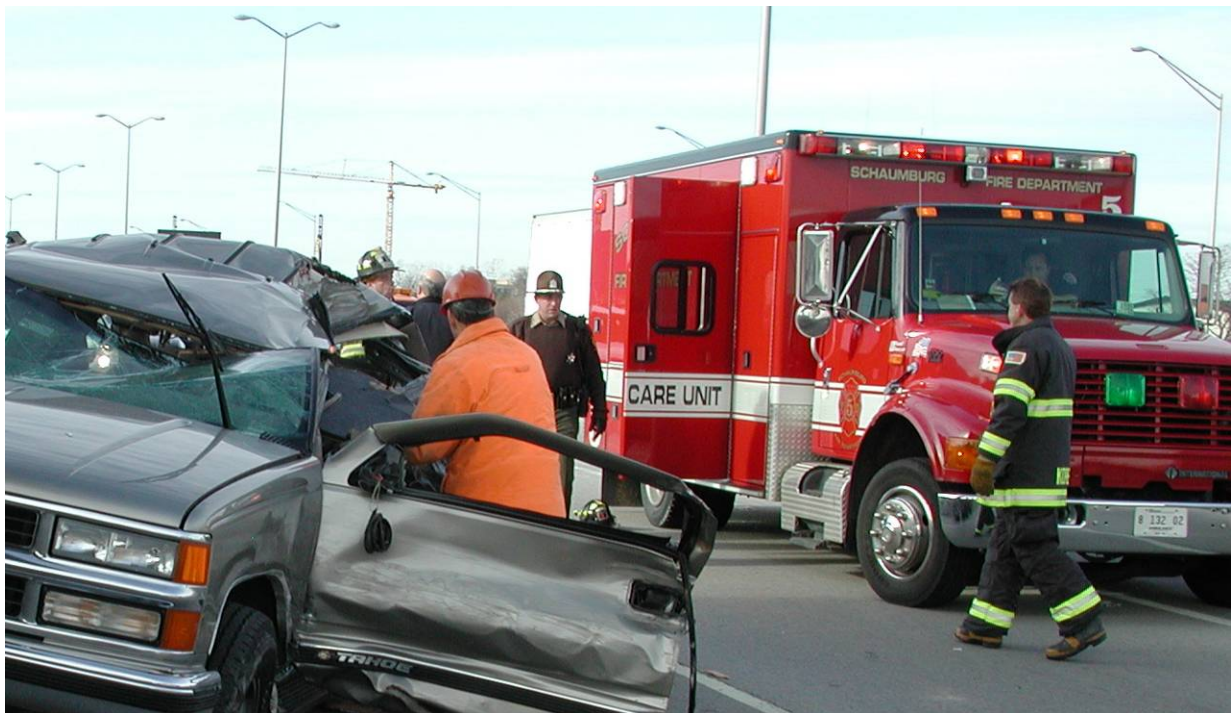
Extreme caution is required when performing winching operations components of the winch or the vehicle being winched can break-off and fly through the air. Similar precautions are required for winching as for pulling vehicles (stated previously) with the following exceptions:

Make certain that the winch is fully installed into the truck mounted receiver. This includes all safety pins and the remote control cable. Verify the integrity of the winch cable and hook. The truck must be in line with the object being winched, failure to have proper alignment between the H.E.L.P. truck and the object to be winched may cause damage to the winch.

Make certain that the winch cable will not contact any obstruction (guard rail, curbs, etc) or the ground throughout the winching operation. Whenever possible the winch cable should be directly attached to the unit being winched.

The H.E.L.P. truck should be on stable ground with the engine idling and the parking brake applied. Place the wheel chocks behind or in front of the tires facing the patron's vehicle (front or rear). Winch the unit very slowly, and stand to the side of the H.E.L.P truck and have the patron put his/her vehicle in neutral, and release all the brakes and steer the vehicle. If you encounter a problem during this operation, stop and notify the patron and Dispatch that you require an outside towing service to relocate the vehicle.

***Appendix C
Fire Department and
Emergency Medical Services Agreement***



AGREEMENT

THIS AGREEMENT made and entered into this _____ day of _____, 2010, by and between The Illinois State Toll Highway Authority (hereinafter referred to as the "Tollway"), and the Fire Department/Fire Protection District (hereinafter referred to as the "Department" or "District").

WITNESSETH

WHEREAS, the Tollway has been created and derives its power and authority pursuant to 605 ILCS 10/1 et. seq.; and

WHEREAS, in order to insure the highest degree of safety in the operation of the Northern Illinois Tollway, the Tollway adopted Resolution No. 5458 authorizing necessary agreements with appropriate Fire Protection Departments and Municipal Fire Departments to provide fire protection and emergency services, and Resolution Nos. 9589 and 9885 setting rates of reimbursement for the provision of such services; and

WHEREAS, the Department/District was created by and operates pursuant to general powers conferred under the Fire Department Act, 701 ILCS 705/1 et. seq.; and

WHEREAS, the Department/District is duly qualified and agreeable to providing necessary fire protection and emergency services as required by the Tollway.

NOW, THEREFORE, in consideration of mutual covenants herein contained, the parties hereto agree as follows:

The Tollway agrees to reimburse the Department/District for fire protection and emergency services and materials according to the following schedule of charges and reimbursements, or in accordance with any revisions to this schedule adopted from time to time by Resolution of the Tollway's Board of Directors.

\$300.00 for responding to a fire call or medical call made by an authorized representative of the Tollway;

a flat rate of \$50.00 for each additional piece of fire equipment that is dispatched to an accident site;

Actual cost to the Department/District for all foam used in excess of five (5) gallons and total reimbursement to the Department/District for loss or damage of equipment and use of supplies;

\$150.00 for each hour or portion thereof in excess of two (2) hours that equipment is required to complete response to the emergency;

\$150.00 for each fire rescue unit which is required;

\$300.00 maximum for each fire ambulance responding to a call made by an authorized representative of the Tollway;

If helicopter rescue services are provided in accordance with criteria established by the hospital originating the request for such rescue services, such services shall be billed directly by the helicopter rescue service to the user;

Special hazardous material rescue and clean up services not provided by the Department/District shall be billed directly by the provider to the person(s) or entities who caused such services to be required.

The Department/District, for and in consideration of the compensation above specified, agrees to provide services as follows:

Each Department/District agrees to use best efforts to provide fire protection and emergency services for lives and property on that portion of the Illinois Tollway System described in Exhibit "A", which is attached hereto and made a part hereof. Exhibit "A" may be amended by written agreement of the parties when changes in assigned territory are required to more efficiently serve the needs of Tollway patrons.

To proceed, whenever fire equipment is available, to the designated locations on the Tollway System as directed by an authorized representative of the Tollway. The Department/District shall make every effort to provide its own back-up response when its own manpower and/or equipment is not available for call-out. In the event that an emergency call is directed to the Department/District from another source, the Department/District shall promptly notify an authorized representative of the Tollway of the nature of the emergency and the designated location.

To respond with necessary available equipment and manpower as indicated by the information given by an authorized representative of the Tollway.

The Tollway, the Department/District and their respective agents agree to communicate, cooperate and coordinate with one another on all issues, including but not limited to traffic and incident management.

To present to the Tollway within forty-five (45) days a proper invoice setting forth the hour, date, time and place of the response to the call of an authorized representative of the Tollway, designating the type of service rendered and the amount of payment requested pursuant to this Agreement. The Tollway shall guarantee payments to the Department/District when said invoices are properly submitted. In the alternative, the Department/District may bill Tollway patrons for such services directly at its established rates, but the Department/District shall not, in such case, bill the Tollway for the same qualified services, and the Tollway shall be under no obligation to guarantee payment or to pay for such services in the event the Department/District fails to obtain payment directly from the Tollway patron.

To not distribute or otherwise share, without express written Tollway approval, any photographs, video or electronic images that depict any matter that may have occurred on Tollway property including, but not limited to fires, ambulance calls or any other emergencies.

Either party to this Agreement may terminate this Agreement by notifying the other party in writing. Such notice shall be effective ninety (90) days from the date of the notice. Such notice shall be immediately sent by U.S. Mail or delivered by Messenger to:

DEPARTMENT/DISTRICT

TOLLWAY
The Illinois State Toll Highway Authority
2700 Ogden Avenue
Downers Grove, IL 60515

Attention: Chief

Attention: General Counsel

4. This Agreement shall replace and supersede any and all prior Agreement(s) that may exist between these parties.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed as of the day and year set out above

ATTEST:

The Illinois State Toll Highway Authority

Secretary

By: _____
Kristi Lafleur Date
Executive Director

ATTEST:

Fire Department/Fire Protection District

Title
Date

By: _____
TYPE NAME TITLE

Approved as To Form and Constitutionality

Robert T. Lane
Senior Assistant Attorney General

Appendix D
Policy for Authorized Tow &
Service Operators





**ILLINOIS STATE TOLL HIGHWAY AUTHORITY
POLICY FOR
AUTHORIZED TOW & SERVICE OPERATORS**

**THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY
POLICY FOR AUTHORIZED TOW & SERVICE OPERATORS**

This booklet is intended to define the duties and responsibilities of tow and road service operators authorized to perform tow and road services on the Illinois Tollway. The following terms and conditions will help to insure professional and timely tow and road services to patrons on the Illinois Tollway. In addition to the terms and conditions contained herein, tow and road service operators authorized to perform said services on the Illinois Tollway are required to comply with all applicable local, state and federal rules and regulations.

AUTHORIZATION TO PROVIDE TOW AND ROAD SERVICE

Whereas, the Illinois State Toll Highway Authority (hereinafter, “Tollway”), an instrumentality and administrative agency of the State of Illinois is empowered to provide for the construction, operation, regulation and maintenance of toll highways throughout the State of Illinois; and

Whereas, in order to facilitate the expedient, safe and efficient towing of disabled motor vehicles and the removal of loads, materials, debris and other vehicular matter from the toll highways, the Tollway desires to compile a list of authorized, licensed vehicle tow and road service operators (hereinafter, “Tow Operator” or “Operator”) to perform vehicle tow and road services on its toll highways.

Now, therefore, in consideration of the premises, the covenant and conditions contained herein, and other good and valuable consideration, the parties agree to the following terms and conditions relative to the Authorization to provide vehicle tow and road services:

A. General

The Tollway and its staff are dedicated to the safe operation of the network of the high speed highways that make up the Tollway system. Tow operators authorized to perform towing services are expected to understand that the safety of the Tollway’s patrons and staff is its top priority. Expeditious clearing of disabled vehicles from the roadway and other safety sensitive areas is critical to maintaining a safe highway system. Tow operators who chose to participate in the Tollway’s Towing Operation are accepting the requirement that Tollway tows are their top priority. Tow operators who elect to participate in the program and do not meet the expectations and standards of the Tollway will be removed from the Authorized Tow List.

The following are the general requirements:

1. The Tollway grants to Operator a non-exclusive Authorization to provide tow and road services, as further defined herein, for towing in a section of the toll highway as determined by the Tollway. The Tow Operator will be formally notified of the section of roadway they will be responsible for.
2. This Authorization shall supersede all prior Authorizations concerning the services contemplated herein. Tow Operator's Authorization to provide tow and road services shall commence with the date of this Authorization and shall continue unless otherwise terminated by either party as provided herein.
3. Tow Operator's relationship to the Tollway is that of an independent contractor authorized to perform tow and road services on a designated section of the toll highway system in strict compliance with the terms and conditions contained herein.
4. Tow Operator agrees to provide professional and courteous tow and road services in accordance with the terms and conditions contained herein, and in compliance with Tollway rules, regulations and the Illinois Motor Vehicle Code, including, but not limited to, all laws regarding the sale and/or disposal of unclaimed vehicles.
5. A Tow Operator's failure to comply with Paragraph 4 above shall be cause for termination of the Tow Operator's authorization to provide tow and road services on the toll highway system.
6. The term "Operator" or "Tow Operator", when used herein, shall include any person or firm authorized to render service to a disabled vehicle on the Tollway.

B. Rules and Procedures

1. The Tow Operator shall provide tow and road services on a twenty-four (24) hour a day basis.
2. The Tow Operator shall maintain a twenty-four (24) hour telephone number.
3. The use of an answering machine is not allowed. A missed call will result in a "skip" in the Tow Operator's normal rotation and may be cause for removal from the authorized towing list.
4. Upon receiving a dispatch call, the Tow Operator will provide the Tollway with an estimated time of arrival to the scene. The Tow Operator's travel

time from its place of business to the incident location shall be no more than thirty (30) minutes. Tow Operators shall notify the Tollway dispatch center of their 10-23 arrival and 10-24 times by Tollway radio. Operators without Tollway radios shall notify the Tollway dispatch center by phone of their 10-23 arrival and 10-24 times. Tow operators may be required to install Tollway radios.

5. The Tow Operator must dispatch an appropriate tow/service truck to the scene of the call, regardless of whether it is for an accident or a disabled/abandoned vehicle. A dispatched vehicle will handle no other business while in route.
6. The Tow Operator represents that its trucks are in sound mechanical condition, safe, properly equipped and suitable for their intended use. Trucks shall be of good appearance, shall display the Tow Operator's business name and address and shall display the Tollway authorized service decal on both sides of the truck. Decals are to be removed prior to the sale of an authorized tow service vehicle or immediately upon the termination of the Operator's towing authorization.
7. Flatbed trucks/trailers and wheel lift equipment must be readily available to all towing firms. However, it is not necessary that all towing vehicles in the towing firm be so equipped. A Tow Operator must have a minimum of one light duty wrecker and one flatbed truck available at all times. It is the Operator's responsibility to call the Tollway's Fleet Unit immediately if they do not have the minimum amount of vehicles available for service. Failure to maintain the minimum number and type of trucks available for service will result in immediate suspension and possible termination of the Operator's Authorization.
8. The Tollway reserves the right to call additional or replacement Operators if the Tow Operator fails to perform to the Tollway's expectations or standards, or if the Tollway determines, in its sole discretion, that such additional Operators are needed.
9. The Tow Operator must abide by the Schedule of Fees set forth by the Tollway (as attached hereto and as amended from time to time by the Tollway in its sole discretion) and must accept at least one (1) major credit card (Visa, Master Card, American Express, Discover, etc...). The Tow Operator shall not charge the patron for the use of such card. The Operator shall give each patron an official Tollway receipt and shall promptly file a copy of the receipt with the Tollway.
10. The Tow Operator agrees to maintain, for a minimum of three (3) years from the date of service, accurate payment records for tow/road services performed pursuant to this Authorization. Tow Operator's books and

records pertinent to the Tollway requested tow/road services shall be made available to the Tollway, or its designated representative upon request.

11. The Tollway will provide the Tow operator official billing invoices (at no cost the Tow Operator) to be used for all towing and/or services occurring on Tollway roadways regardless of how the tow operator is notified of the tow. The Tow Operator will provide every Tollway customer a copy of the Tollway invoice (no exceptions). Tow Operator agrees to provide the Tollway copies of all billing invoices for tow/road services rendered on the Tollway within fifteen (15) days of the date of service, or after the towed vehicle has been released. All receipts must be sent to the Tollway (attention: Fleet) weekly. Late submittals may result in administrative charges issued to the Tow Operator (see action under Discipline) or termination of the Tow Operator's authorization to provide tow/road services.

The invoice shall include the following information:

- SERVICE COMPANY, NAME, ADDRESS, PHONE: Your company information must be stamped or written in.
- MOTORIST NAME, PHONE: Must be filled in at the scene or when the vehicle is picked up at your garage.
- ADDRESS, CITY, STATE, ZIP: Same as above.
- TIME CALL RECEIVED: Time your company received the call for service.
- TIME ARRIVED: Time your truck arrived at the dispatched location.
- TIME CALL COMPLETED: Time your truck completed service on the road.
- TOW AUTHORIZATION NUMBER: This three or four digit number will be assigned by Tollway Dispatch and given at the time of the call. It is **mandatory** that this number be written on the Tow Receipt.
- DATE: Date of Service.
- VEHICLE YEAR, MAKE, BODY STYLE: "89 Chev 4-Dr", "78 INT TRAC/TRL", etc.
- LICENSE YEAR, STATE, NUMBER: "90 IL HC1078", "90 IL 277 T/A", etc.
- VIN NUMBER: To be taken from serviced/towed vehicle.
- TOWED TO: "Garage", other destination-"12705 S. Halsted", etc.
- TOWED FROM: "M.P. 271 ½ NB", "Lincoln Oasis SB", etc.
- PICK-UP ODOMETER: Your truck odometer reading when the vehicle is ready to be towed.
- DROP-OFF ODOMETER: Your truck odometer reading when you un-hitch the vehicle at its destination or at your garage.
- SERVICE CALL: Check "serviced" box if you got the car going; check appropriate box if towed.

- **LIGHT-DUTY TOW/SERVICE:** List your charges on the appropriate line (charges should be no more than the maximum fee on the fee schedule).
 - **MEDIUM AND HEAVY-DUTY TOW/SERVICE:** List your charges on the appropriate line (Charges should be no more than the maximum fee on the fee schedule).
 - **TOTAL CHARGES:** Add up all individual charges and list the total charge to the customer.
 - **RELEASED TO:** If the motorist was not with you when you reached your garage and the vehicle is picked up at a later time, have the person you release it to sign and date the receipt. If storage fees are charged, the time of day must be shown.
 - **DRIVERS SIGNATURE:** Driver of tow truck must sign the Tollway receipt.
 - **VERIFICATION OF INVOICES:** The Operator must have the invoices checked and verified for accuracy. The company owner or designee must verify the accuracy of the tow receipt by initializing the tow receipt on the appropriate line.
11. Tow Operator agrees to seek compensation for towing services performed pursuant to this Authorization solely from the owner of the vehicle. Tow Operator shall make no claim against the Tollway for any services performed or costs incurred by it pursuant to this Authorization.
 12. In the event the Tow Operator is cancelled while in route or after arriving on the scene, the Tollway may pay the Tow Operator a flat service charge call fee per the latest Fee Schedule. Payment will be made based on budget funding availability.
 13. The Tow Operator shall not transfer a service call to another towing firm. If the Tow Operator is unable to handle the call, or if additional equipment is needed from another company, the Tollway Dispatch Center shall be notified immediately in order to dispatch the authorized back-up service.
 14. The Tow Operator must maintain a fenced and adequately sized storage facility secure against theft and damage. Failure to comply with this requirement will result in suspension or dismissal from the towing list.
 15. Vehicles shall be released upon proof of rightful ownership or legal possession, and only if the Illinois State Police Tow-In Sheet indicates that the vehicle is eligible for release.
 16. The Tow Operator shall release personal property contained within the towed vehicle to the lawful owner prior to payment of any accrued towing charges pursuant to 625 ILCS 5/4-203 which provides, "Any personal property belonging to the vehicle owner in a vehicle subject to lien under this subsection (g) shall likewise be subject to that lien excepting only:

food, medicine, perishable property, operator's licenses, any cash credit cards, or checks or checkbooks and any wallet, purse, or other property containing any operator's license or other identifying documents or materials, cash credit cards, checks or checkbooks."

Personal property as excepted above will be released at no additional charge to the patron. All other personal property shall be subject to the possessor lien. In certain situations, in the judgment of the Tollway, the Tow Operator may be required to release all personal belongings to the vehicle owner. The Tow-In Form shall be amended to show the items released and the identity of the receivers of the property. No fees shall be assessed by the Tow Operator to inspect the owner's vehicle.

17. The Tow Operator must keep and maintain a separate log on all personal property temporarily removed from towed vehicles for safekeeping and shall indicate the location of said property. This log shall be retained with the Tollway invoice.
18. The Tow Operator will release vehicles on a twenty-four (24) hour a day basis, but only as set forth in paragraph 15 above. An additional fee, not to exceed the amount listed on the most current Fee Schedule, may be assessed for releasing a vehicle at times when the Tow Operator is not present at its place of business and must travel to the business to open the office. The Tow Operator shall not assess an after hours fee should the registered owner, or anyone else able to substantiate rightful possession, arrive during the Operator's posted normal business hours or during the Tollway set daily time period of 7:00 a.m. – 5:00 p.m.
19. The Tow Operator must promptly notify the Illinois State Police District #15 whenever it releases an abandoned vehicle that was towed from the toll highway system. Vehicles impounded at the direction of the law enforcement authorities shall not be released without proper prior authorization.
20. The Tow Operator must keep on file, with the Tollway, a current Certificate of Insurance, with insurance providers approved by the Tollway, and in form and with limits of liability (as set forth below) required by the Tollway, naming both the Illinois State Police (ISP) and the Tollway as additional insured. Failure to meet this requirement will result in immediate suspension/termination of Tow Operator's towing authorization.
 - a) Broad Form Garage Liability Insurance of not less than \$1,000,000 per occurrence with a \$2,000,000 aggregate naming the Tollway and District #15 ISP as additional insureds, requiring a thirty (30) day cancellation notice.

- b) Garage Keepers Legal Liability Insurance with limits of not less than \$150,000 per tow truck. On Hook Coverage up to 10,000 lbs Gross Vehicle Weight, \$50,000. On Hook Coverage 10,001 lbs Gross Vehicle Weight to 20,000 lbs Gross Vehicle Weight, \$75,000. On Hook Coverage 20,001 lbs and up, \$150,000.

If the vehicle is being towed or recovered is covered for losses under the Garage Keepers Legal Liability coverage section in lieu of On Hook Coverage, you must have a Cargo Policy of not less than the required \$150,000 minimum per tow truck to cover the vehicle in tow, as well as the contents of the towed or recovered vehicle.

- c) Automobile Liability Insurance of not less than \$1,000,000 per occurrence, including coverage for hired and non-owned vehicles, and issuance of the MCS-90 endorsement as required by the U.S. Department of Transportation.
- d) Workman's Compensation Policy covering Operator's tow truck drivers and employees of the towing operation.
- e) All insurance policies shall be endorsed to require thirty (30) days notice of cancellation, in writing, to the Tollway. Operator agrees to furnish current Certificates of Insurance to the Tollway upon execution of this Authorization and annually, if renewed. Unless otherwise agreed to in writing by the Tollway, coverage shall be by carriers with a Best Rating of "A" or better.

- 21. This Authorization is not transferrable and will be terminated immediately upon termination of the Tow Operator's business, change in ownership, or when Tow Operator no longer has a majority ownership in the company.
- 22. The Tow Operator shall not provide gratuities to Illinois State Police personnel or to any employee of the Tollway.
- 23. No Tow Operator advertising shall be permitted on Tollway property. This includes business cards, phone stickers, etc.
- 24. Tow Operator agrees to indemnify and hold harmless the Tollway, its Directors, Officers, Employees and Agents, and the Illinois State Police from and against any and all liabilities, claims, injuries, damages, penalties, actions, suits, losses, costs, expenses of every nature and description and attorneys' fees resulting from or arising out of Tollway requests for Tow Operator tow and road services on Tollway property.

25. Operator grants to the Tollway and the Illinois State Police the right to inspect its business premises, facilities, vehicles, equipment and storage areas upon reasonable notice to verify compliance with the terms and conditions set forth in this Authorization.
 - a) Prior to execution of this Authorization, Tow Operator shall provide written proof to the Tollway that it is licensed and/or registered to provide vehicle tow and road services in the State of Illinois.
 - b) Tow Operator shall submit to the Tollway, at the time of signing this Authorization and anytime thereafter, a list of its current employees with verification showing which employees are licensed to drive and operate the Tow Operator's equipment. Tow Operator agrees to update this list when requested by the Tollway or whenever an employee is replaced or new employees are hired.
26. The Tollway reserves the right, in its sole discretion, to terminate this Authorization, upon thirty (30) days notice to Tow Operator for breach of a term of this Authorization.
27. The Tollway may, in its sole discretion, immediately terminate this Authorization and halt all towing operations of the Tow Operator if the Tollway determines that the Operator's actions are jeopardizing the safety of the Tollway's customers or employees.
28. In the event any of the Tollway owned equipment in Operator's vehicles, or under Operator's possession and control, is damaged, destroyed or stolen, while in possession of Operator, Operator agrees to reimburse the Tollway within thirty (30) days of receiving a written request for the cost to repair and/or replace Tollway owned equipment. Failure to reimburse the Tollway shall be grounds to terminate Operator's Authorization.
29. Towing Operator shall only be accompanied by essential employees when responding to a dispatch call. An essential employee is any person necessary to providing safe towing and/or recovery service. Under no circumstances shall operators be accompanied by family members, acquaintances, etc., or other non-essential personnel.
30. Tow truck drivers from each towing company may be required to participate in training sessions given by either ISP District #15 or Tollway maintenance personnel covering Tollway safety and vehicle removal related towing procedures. The training sessions will be scheduled at times and locations determined by the Tollway.

31. Oasis gate keys are issued in order to gain access to and from the Tollway through the local road access of the Oasis. Keys are issued on a limited basis to Tollway personnel and emergency vehicles. When using the gates for access the lock is to be secured immediately after passage. A maximum of six (6) keys may be issued to a Tow Operator whose area of responsibility is directly adjacent to the Oasis. The first four (4) keys will be issued at no charge. The next two (2) keys will cost \$25.00 per key. If a key is lost the replacement key will cost \$25.00.
32. The Tollway may require Tow Operators to attend meetings regarding the Tollway towing operations.
33. Should the Tollway communications system be updated, the Tollway may require that each Tow Operator have a minimum of one (1) radio installed in its facility or a designated vehicle by a Tollway technician. A monetary deposit per radio may be required. The deposit amount shall be determined by the Tollway. Upon removal of an operating radio by Tollway personnel the Tow Operator will be reimbursed the full amount of the deposit less maintenance costs.

C. Discipline

An Operator may be subject to discipline that may include termination of Authorization, suspension of Authorization, administrative fines/charges, refunds to customers, and reduced or altered assigned areas for the following reasons:

1. Failure to comply with the terms and conditions of this Authorization and/or applicable rules, regulations or laws of the Tollway and/or the State of Illinois.
2. Verified complaints of excessive charges whether deliberate or accidental. The Tollway, in its sole discretion, may request reimbursement to the customer.
3. Failure to respond promptly, without reasonable justification, when called for service.
4. Any criminal activity by Operator or Operator's employees.
5. Verified complaints of poor service from the public, ISP personnel, or the Tollway.
6. Actions by Operator that obstruct ISP or Tollway legal obligations or jeopardize public confidence in the ISP or the Tollway.

7. The giving or offering of gratuities to ISP personnel or Tollway employees.
8. Having indemnity bonds or insurance policies that are expired, or failure to comply with state or federal law or Tollway or ISP requirements.
9. Damage, as a result of negligence or poor performance, to any vehicles being towed, stored or impounded.
10. Failure to comply with procedures as set forth in the Tollway Towing Policy.
11. Failure to adequately maintain vehicles and equipment.
12. Failure to submit official towing receipts to the Tollway within fifteen (15) days after the completion of the tow or after the vehicle has been released.
13. Use of an answering machine to take calls.
14. Failure to answer calls from the Tollway Dispatch Center.
15. Failure to meet the required response times

D. Complaint Investigations

1. All complaints with respect to towing and road services may be investigated by the Tollway in conjunction with ISP District #15, if required.
2. If the allegations of the complaint are confirmed, the Tollway shall notify the Operator in writing of the results of the investigation. Operator shall have ten (10) days from receipt of the Tollway notice to file a written response to the allegations. All written responses shall be addressed to the Tollway Fleet Unit.
3. Thereafter, the Tollway shall take whatever corrective action it deems appropriate in light of its investigation and Operator's response. Discipline may consist of corrective action, a reprimand, temporary suspension, permanent removal from the Tollway tow list or any other action deemed appropriate by the Tollway.
4. The decision of the Tollway shall be final.

E. Establishment of Towing Zones

1. Towing Zones shall be established by the Tollway to:
 - a) Minimize tow/service vehicle response time to within thirty (30) minutes of notification.
 - b) Provide efficient towing service to Tollway customers.
2. Towing Zone Boundaries:
 - a) Will be determined by the Tollway based upon operational needs.
 - b) Will be periodically reviewed and revised by the Tollway to ensure that the level of service in each zone is consistent with a zone's towing needs.
 - c) Operators need not be located within a towing zone's boundaries; they must, however, respond to calls within thirty (30) minutes.

F. System of Rotation

1. Each towing zone will have a separate list for regular and medium/heavy duty towing.
2. An Operator approved for light, medium and heavy duty towing may appear on all lists.
3. Operator's sharing a given tow zone will be called out in rotation, unless one firm possesses special equipment required at the scene that the other firm(s) do not have. The Operator with the special equipment will be given priority whenever that equipment is needed and shall be rotated to the bottom of the list after being given the priority call.
4. Records shall be maintained by the Tollway indicating the number of calls placed with each Operator and its response time.
5. The Tollway Dispatch Center will attempt to call an Operator at least three (3) times within a five (5) minute time period. If there is no answer after five (5) minutes, or the line is busy, the call shall be considered a "no answer/turn down". A "no answer/turn down" call will be treated as a turn in the rotation, the same as if the Operator had responded. Repeated "no answers" are strongly discouraged and may lead to discipline or termination of Authorization.

6. If the Tollway Dispatch Center telecommunicator is put on hold for any reason, the telecommunicator will call the next Operator on the list.
7. Operators may hire a towing dispatch answering service to handle calls after normal business hours. However, the Tow Operator must be able to take calls from the service on a twenty-four (24) hour basis. Use of an answering machine is prohibited.
8. If an Operator cannot provide service due to equipment failure, prior commitments, or other unforeseen circumstances, the Operator must notify the Tollway Dispatch Center of its out-of-service status immediately at the time the firm goes out of service. To resume its position on normal rotation, the Operator must notify the Tollway Dispatch Center that it is back in service. The Operator is not entitled to make-up calls lost while out-of-service.

G. Legal Requirements

1. All Tow Operator drivers must have, and maintain, a valid Commercial Drivers License and be classified for the type of towing operation they shall be performing.
2. All towing equipment must display a current and valid Illinois license plate in accordance with 625 ILCS 3/5-414, 3/5-701 and 5/5-202.
3. The Operator must comply with license plate weight requirements.
4. Operator must carry some type of granular absorbent material to mitigate fluid spills from vehicles. Tow Operator drivers are required to remove glass, debris and spilled fluids from the roadway at accident scenes. Tollway employees may assist Operator in clean up tasks to expedite opening traffic lanes. Failure to adequately clean up after a vehicle is towed may result in charges payable to the Tollway.
5. All Tow Operator vehicles must meet the requirements of 625 ILCS 5/12-606, governing:
 - a) Identification on the doors:
 - Each tow truck operated by a Tow Operator on the authorized Towing/Service List shall display Official Towing Decals. One decal shall be displayed on the right side and one decal shall be displayed on the left side of the tow truck.
 - Official Towing Decals shall be provided by the Tollway at no cost to a towing company for initial requirements.

Replacement decals shall be furnished by the Tollway as needed at a cost per individual decals as determined by the Tollway. If a decal is found to be mutilated or difficult to read, a new decal must be purchased.

- Decals applied to tow trucks shall be removed by the company if a towing company sells, leases to another company, or otherwise disposes of a truck. Decals shall be removed from all trucks owned by a company if a company is sold or otherwise changes ownership or is permanently removed from the authorized Tow List.
 - All removed or damaged Tollway Decals shall be returned to the Tollway within 10 days. Decals not returned to the Tollway when requested or when trucks are removed from the tow operator's active list of tow vehicles shall be subject to \$500.00 dollar fine per decal.
- b) Equipment (broom, shovel, trash can, fire extinguisher, flares, reflective triangle kit), and other equipment as stated in the Illinois Vehicle Code shall be carried on the Tow Operator's truck.
- c) Insurance is subject to the terms and conditions of this Authorization and the Illinois Vehicle Code.
6. The Operator must comply with the Illinois Vehicle Code as it applies to tow trucks being operated on the streets and highways of the State of Illinois.
7. The Operator must establish and maintain records at its principal place of business on all vehicles it tows or transports, in accordance with 625 ILCS 5/5-401.2.

The above records shall be subject to inspection in accordance with 625 ILCS 5/5-403.

8. All Tow Operator trucks must have a valid State Safety Inspection Sticker. 625 ILCS 5/13-101 states that every owner of a second division vehicle, medical transport vehicle, tow truck, or contract carrier transporting employees on a highway of this State in a vehicle designed to carry 15 or fewer passengers shall, before operating the vehicle upon the highways of Illinois, submit it to a "safety test" and secure a Certificate of Safety furnished by the Department as set forth in Section 13-109.
9. Operator shall cooperate with and take direction from ISP District #15, fire protection authorities and Tollway personnel to secure the accident scene and establish appropriate lane closures and traffic control to enable vehicle towing services to be performed in a safe, expedient and efficient

manner. The parties, and their respective agents, agree to communicate, cooperate and coordinate with one another on all issues, including, but not limited to, traffic and incident management.

H. Operational Procedures

In addition to operating procedures required by law, the following specific rules and requirements shall be observed by all Operators:

1. All Tow Operator vehicles must be equipped with a minimum of two yellow/amber oscillating, rotating or flashing lights mounted toward the top of the vehicle so as to be visible from all directions. Permission to utilize such lights is given in 625 ILCS 5/12-205(b). Use of the amber light is required whenever a tow or road service vehicle is involved in the towing or servicing of vehicles on or in close proximity to the roadway.
2. All Tow Operator vehicles must be in good operating condition, clean and presentable, verified by the presence of a valid safety sticker and maintained in a manner that will tend to instill faith in the Tollway's choice of towing firms. The Tollway can suspend the use of an Operator's vehicle(s) if they do not meet the standards set herein.
3. Reports of lane blockage incidents shall take priority over other calls for assistance.
4. No Operator shall give assistance to a vehicle on the opposite side of the toll highway, which would require the Operator or driver of the disabled vehicle to walk across the roadway. Operators shall avoid walking across lanes open to traffic.
5. No Operator will be allowed to make a maneuver that may jeopardize the safety of Tollway personnel, law enforcement personnel and the motoring public.
 - a) No Operator shall make a U-turn on the Tollway to hook to the front/rear of a vehicle without Tollway personnel first taking the appropriate safety steps to allow such a maneuver.
 - b) No Operator will be permitted to travel against traffic in an open lane or shoulder unless ISP District #15 or Tollway personnel approve such a maneuver and have taken appropriate safety steps to allow it.
6. Tow vehicle must comply with all Illinois traffic laws when responding to a call on the Tollway.

7. Tow Operators shall be allowed to use the median crossovers when responding to emergency calls that involve lane blockage. All warning lights must be activated and the Operator must exercise extreme care when making this maneuver so as not to jeopardize safety. Tow Operators East of the Fox River are not allowed to use crossovers simply for convenience. West of the Fox River, Tow Operators are allowed to use crossovers; however, they should only be used when necessary.
8. When approaching a disabled vehicle, the Operator shall turn on his proper turn signals and his amber overhead lights. The Operator shall pull his vehicle onto the shoulder or into the safest position to protect the scene and the Operator from other traffic using the Toll highway. The Operator shall have his warning lights unobstructed to approaching traffic.
9. Warning lights shall be activated when responding to a Tollway call for service that involves lane blockage.
10. The Operator shall verify the nature of trouble and any special instructions given on the call with the driver of the disabled vehicle if he is present.
11. The Operator shall move from the scene onto the Toll highway or regular lane only when the road is clear.
12. The Operator shall respond in a timely manner to phone calls or contact from Tollway staff.
13. All Tow Operators will be required to have and maintain operating e-mail addresses. Tow Operators will be required to check this e-mail on a daily basis. The Tollway will regularly use e-mail for communicating with Tow Operators.
14. Before performing any towing services, the Operator shall inform the customer or driver of the disabled vehicle of the tow service fee and the estimated price of any additional materials or labor. Upon request, this shall be in writing on the Tollway receipt documenting the service. It is the Tow Operator's obligation to explain estimates clearly to Tollway customers.
15. The Operator shall not render any mechanical service to a disabled vehicle located all or partially in a traffic lane. The disabled vehicle shall be removed to a plaza or garage for repairs, unless these repairs are of a short term nature (change a tire, gas, oil, water, etc.), and the vehicle is in a safe position off the traffic lanes entirely and completely on the shoulder.

16. All Tow Operator vehicles used in towing service must be equipped with audible back up warning devices.
17. The use of towing dollies on Tollway property is prohibited.
18. Based on the Tollway Roadway Traffic Control and Communication Guidelines and Federal Regulations regarding proper safety attire, all Tow Operators must comply with the following:
 - a) All Operator personnel responding to a tow or accident scene during daytime operations must wear a fluorescent orange, fluorescent yellow/green or a combination of fluorescent orange and fluorescent yellow/green vest, meeting the requirements of ANSI/ISEA 107-1999 for Conspicuity Class 2 garments. Other types of garments may be substituted for the vest as long as the garments have manufacturer tag identifying them as meeting the ANSI Class 2 requirement.
 - b) All Operator personnel responding to a tow or accident scene during nighttime operations must wear a full-body garment of fluorescent orange or fluorescent orange and fluorescent yellow/green meeting the ANSI Class 3 requirements.
19. All tows handled by the Tow Operators when occurring on a Tollway roadway, ramp or property (including Oasis') are considered official Tollway tows regardless of how the Tow operator was notified of the tow. This includes calls from a patron directly to the Tow operator.

I. Emergency Contract Towing

1. Definition – Emergency Contract Towing is an emergency measure taken to cope with unusually hazardous conditions on the Tollway System. It is to be used when vehicular disablements occur to an extent that normal procedures are ineffective. It is not intended to reduce paperwork or circumvent normal towing policies and procedures.

Emergency Contract Towing involves the utilization of specific towing equipment, in specific areas with tow fees computed on a per hour basis.
2. Purpose – The purpose of Emergency Contract Towing is to relocate disabled and abandoned vehicles to safe locations in the most expedient manner possible. Additionally, it serves the purpose of maintaining a clear toll highway environment during adverse conditions in order to allow emergency and maintenance personnel to perform necessary tasks.

3. Authority to Initiate – The decision to initiate Emergency Contract Towing is to be made by the General Manager of Maintenance & Traffic of the Tollway or his designated representative; the Engineering Maintenance and Traffic Division (usually Snow Room or Traffic Operations Center personnel) will most often initiate this action.
4. Implementation – The Tollway will contact the Tow Operators involved and request their services. Specific instructions will be given whenever possible and shall include the following:
 - Areas to cover.
 - How many trucks and for how long.
 - Assigned duties.
 - Relocation site.
 - General terms of agreement.
 - Maximum approved hourly rate for standard singular tow
 - Hourly notifications to Operations desk of locations where vehicles are towed from and time towed, general situation of vehicles (in ditch or roadway), vehicle make, year, color, license number, obvious pre-tow damage.
 - No fees are to be assessed against a motorist given assistance when mobilized for Emergency Contract Towing.

5. Termination of Emergency Contract Towing – Emergency Contract Towing may continue until the situation improves to manageable levels as determined by the Tollway. Abandoned vehicles may be relocated if their continued presence would hinder maintenance procedures or traffic.

Notification of termination of Emergency Contract Towing will be given to all parties by authorized Tollway personnel.

6. Billing for Emergency Contract Towing – Bills should be sent to the Tollway, attention Fleet Maintenance, and should be accompanied by the following information.
 - Time started and stopped for each requested truck.
 - Total number of hours accumulated.
 - Total number of vehicles towed to relocation site.
 - Total bill; accumulated hours x approved hourly rate as determined by the Tollway rate schedule.

J. Acknowledgement

The Operator will adhere to the terms and conditions contained within this Authorization, the Tollway's Towing Policy and the following:

1. When a vehicle is wrecked, disabled or abandoned, the owner or person responsible for such vehicle shall have the right to determine where it shall be towed and by whom, if the service can be completed within a reasonable amount of time; provided, however, that ISP District #15 may direct the Tow Operator as to where to tow a vehicle. The Tow Operator will be responsible for protection of the vehicle and its contents until claimed by the owner or disposed of by the ISP.
2. Provide general information concerning the operation of the Tow Operator and the services provided.
3. Submit to inspection of wreckers and other vehicles used for towing to ensure compliance with the Illinois Vehicle Code.
4. Have available on the premises or have access to a facility for secure inside storage of impounded vehicles and submit to an inspection of the facility.
5. Submit to an inspection of the area designated for storage of towed vehicles not impounded.
6. Provide twenty-four (24) hour a day towing service including the towing of abandoned vehicles. If service cannot be provided due to equipment failure, prior commitment or other unforeseen circumstances, the Tow Operator so affected will notify the Tollway's Dispatch Center of the out-of-service status and when service is restored.
7. A Tow Operator shall waive all storage fees, unless stipulated as part of a Court Order, for vehicles impounded by the ISP and:
 - a) Seized by ISP through authority granted by state law.
 - b) Being held as a result of an Order of a court of competent jurisdiction.
 - c) Being held as evidence.

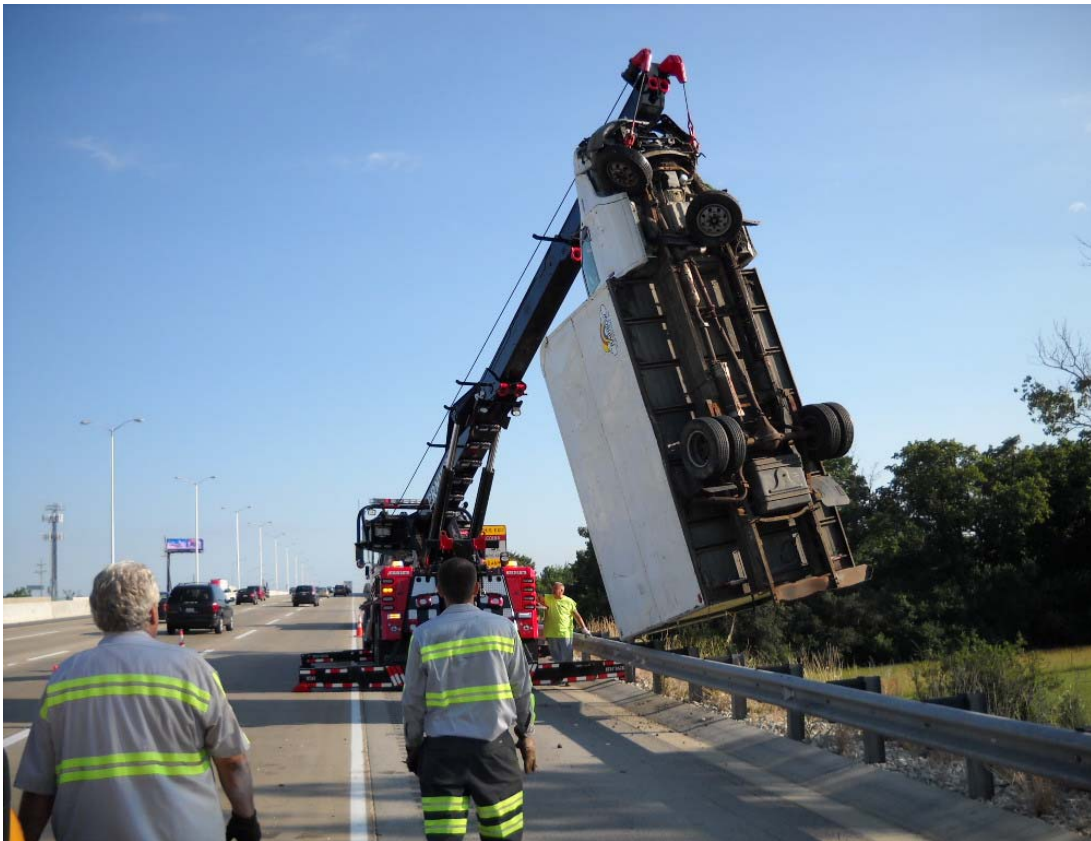
Once the vehicle is released by the Court or the ISP, the Tow Operator may begin to charge storage fees per the rate schedule effective on the date the vehicle is released.

8. Upon request, provide up-to-date certification of the indemnity bond or insurance policy meeting the requirements of 625 ILCS 5/12-606. If cancelled, the Tow Operator will provide a thirty (30) day written notice to the Tollway.

9. Adhere to the fee rate schedule as prescribed in the attachments to this Authorization, as modified from time to time by the Tollway in its sole discretion.
10. To provide services authorized in accordance with Tollway rules, regulations, manuals and the Illinois Vehicle Code.

Appendix E

Vehicle Recovery Programs





**THE ILLINOIS STATE TOLLWAY
2700 OGDEN AVENUE
DOWNER GROVE, ILLINOIS 60515**

630/241-6800

**ILLINOIS TOLLWAY VEHICLE RECOVERY PROGRAM
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VEHICLE RECOVERY PROGRAM

RECOVERY ZONES

Establishment of Recovery Zones

1. Recovery Zones shall be established by the Tollway to:
 - a) Minimize recovery/service vehicle response time to within thirty (30) minutes of notification.
 - b) Provide efficient recovery service to Tollway customers.

2. Recovery Zone Boundaries:
 - a) Will be determined by the Tollway based upon operational needs.
 - b) Will be periodically reviewed and revised by the Tollway to ensure that the level of service in each zone is consistent with a zone's needs.
 - c) Operators need not be located within a recovery zone's boundaries; they must, however, respond to calls within thirty (30) minutes.

Relationship of Parties

Operator's relationship to the Illinois Tollway is that of an independent contractor authorized to perform vehicle recovery services on a designated section(s) of the Illinois Tollway's toll highway system in strict compliance with the terms and conditions contained herein.

Operator agrees to provide professional and courteous vehicle recovery services in accordance with the terms and conditions contained herein, and in compliance with Illinois Tollway rules, regulations and applicable provisions of the Illinois Motor Vehicle Code, Chapter 625 Illinois Compiled Statutes.

In addition to the above requirements the Tow Operator must comply in full with all laws stated in the Illinois Vehicle Code 625 ILCS 5/ regarding sale and/or disposal of unclaimed vehicles.

An Operator's failure to comply with these rules and procedures is cause for termination of Operator's privilege to provide Recovery services.

Term of Agreement

Execution of this Agreement by an Operator and the Illinois Tollway shall act as a separate and distinct Agreement from all prior Agreements between the parties as of the date of execution of this Agreement. The Illinois Tollway will permit the Operator to furnish vehicle recovery services as defined herein on the assigned section(s) of the Illinois Tollway System commencing on _____2010 and continuing until terminated by the Illinois Tollway or by the Operator under the terms of this Agreement and subject to annual evaluation by the Illinois Tollway.

Priority but Non-Exclusive Contract

When the Illinois Tollway determines that an Operator under Agreement in any given area is unable to assist or to provide sufficient service or equipment, the Illinois Tollway reserves the right to call in additional service or equipment from any available source. The Illinois Tollway also reserves the right to modify the assigned territory of the Operator at anytime.

The Operator agrees that nothing contained in this Agreement shall limit or restrict Tollway patrons from procuring recovery services of their own choosing except in the cases as directed by the Illinois Tollway or Illinois State Police, District 15.

Letter of Credit

The Operator shall provide and maintain, if requested, on file with the Illinois Tollway a Letter of Credit in the amount of Five Thousand (\$5,000.00) Dollars. The Letter shall be in a form acceptable to the Illinois Tollway, with a financial institution authorized to transact business in the State of Illinois.

Licenses

Prior to execution of this Agreement, Operator shall provide written proof to the Illinois Tollway that it is licensed and/or registered to provide vehicle recovery services in the State of Illinois. Operator shall also submit to the Illinois Tollway a list of its current employees with verification showing which employees are licensed to drive and operate Operator's vehicle recovery equipment.

All towing equipment must display current and valid Illinois license plates in accordance with Illinois Compiled Statutes, Chapter 625, Section 5/3-414 and 5/3-701 and 5/5-202.

The Operator must comply with license plate weight requirements.

Equipment

Operator represents that it has three (3) heavy duty tow trucks, each with a lifting capacity of one hundred thousand (100,000) pounds. Two of which shall be equipped with two stage hydraulic booms and one shall be equipped with a rotating hydraulic two-stage boom. One truck shall be equipped with a heavy duty winch with a minimum of one hundred (100) feet of 3/4 inch cable.

The Illinois Tollway reserves the right to temporarily waive or change the type of equipment required should it determine that such equipment will provide an efficient and effective alternative to the equipment listed in Exhibit "B". The decision to make changes will be based on Recovery Zone Location, Traffic Patterns, Roadway Structures & Adjacent Roadway Topography.

Operator represents that it has one (1) air cushion recovery system including starter pillows, with motor driven air pump, with a lifting capacity of one hundred thousand (100,000) pounds, with dual controls.

Operator represents that each of its trucks is equipped with all items listed on Exhibit "A" attached hereto. Operator further represents that all "required" equipment listed on Schedule "B" attached hereto shall be wholly owned by the operator.

Operator represents that the equipment listed on Exhibit "C" attached hereto, will be available on an "as needed" basis for vehicle recovery services and on site within one (1) hour of request by the Illinois Tollway.

Operator shall identify its source for all items listed on Exhibit "C" that are not owned by the Operator.

All of Operator's Equipment shall comply with the applicable provisions of the Illinois Motor Vehicle Code and the requirements of the Interstate Commerce Commission.

Operator grants to the Illinois Tollway the right to inspect Operator's vehicles and equipment, or those of any sub-contractor, upon request during normal business hours or otherwise with reasonable notice to determine whether Operator is in compliance with the terms of this Agreement.

Operator represents that its trucks are in sound mechanical condition, safe, properly equipped and suitable for their intended use. Trucks shall be of good appearance, shall display the Operator's business name and address and shall display the Illinois Tollway authorized service decals.

Official Tollway Towing Decals

- 1) Official Tollway Towing Decals shall only be displayed by companies currently listed on the Tollway Authorized Towing/Service Company list.
- 2) Official Tollway Towing Decals shall serve to identify, to the public and District 15 State Police, a company displaying them as an Authorized Towing/Service Company.
- 3) Each tow truck operated by a company on the Authorized Towing/Service List shall display Official Towing Decals. One decal shall be displayed on the right side and one decal shall be displayed on the left side of the tow truck.
- 4) Official Towing Decals shall be provided by the Tollway Illinois Tollway at no cost to a towing company for initial requirements. Replacement decals shall be furnished by the Tollway Illinois Tollway as needed at a cost per individual decal as determined by the Illinois Tollway. If a decal is found to be mutilated or difficult to read, a new decal must be purchased.
- 5) Decals applied to tow trucks shall be removed by the company if a towing company sells, leases to another company, or otherwise disposes of a truck. Decals shall be removed from all trucks owned

by a company if a company is sold or otherwise changes ownership.

Cooperation With Illinois Tollway Personnel and Law Enforcement Authorities

Operator shall cooperate with law enforcement (specifically, District 15) and fire protection authorities and Illinois Tollway personnel to secure the accident scene and establish appropriate lane closures and traffic control to enable vehicle recovery services to be performed in a safe, expedient and efficient manner. The Tollway, the Department and their respective agents agree to communicate, cooperate and coordinate with one another on all issues, including but not limited to traffic and incident management.

Compensation

Operator agrees to seek compensation for vehicle recovery services performed pursuant to this Agreement solely from the owner of the vehicle. Operator agrees to make no claim for compensation or otherwise against the Illinois Tollway for any vehicle recovery services performed by it pursuant to this Agreement.

Notwithstanding the above, in the event Operator arrives on an accident scene at the Illinois Tollway's request and the vehicle owner's recovery firm is engaged in recovery operations and it is determined that Operator's services are not needed, the Illinois Tollway agrees to pay Operator a flat service charge call fee per the latest Fee Schedule. Payment will be based on budget funding availability.

Vehicle Recovery Rates

Operator agrees that vehicle recovery charges shall follow the Illinois Tollway Vehicle Recovery Rate schedule. If Operator's rates are found to be in excess of the Illinois Tollway Vehicle Recovery Rate schedule, and the Operator refuses to adjust its rates in conformity with the Illinois Tollway Vehicle Recovery Rate schedule, the Illinois Tollway may suspend or revoke Operator's privilege to provide vehicle recovery services on Illinois Tollway highways.

Illinois Tollway shall provide the Operator with the Illinois Tollway Vehicle Recovery Rate schedule, Exhibit "D", prior to execution of this Agreement. Hourly charges shall be paid portal to portal.

Vehicle Recovery Response Time

Operator is expected to respond to Illinois Tollway requests for vehicle recovery services and arrive at the vehicle recovery scene within thirty (30) minutes of an Illinois Tollway request.

Operator will notify the Illinois Tollway of its "real" response time if it cannot respond within thirty (30) minutes. Operator is responsible for ascertaining the condition of the accident scene at the time the request is received. Operator is responsible for inquiring as to whether specialized equipment will be

necessary. Qualified Illinois Tollway supervisors may advise the need for specialized equipment and operator shall respond accordingly. Operator agrees to provide vehicle recovery services on a twenty-four (24) hour basis. Operator will provide the Illinois Tollway with a telephone number at which the Operator can be reached twenty-four (24) hours a day. Answering machines, answering services and pagers are unacceptable.

A missed call shall be considered a breach of this Agreement and the Operator may be suspended or removed from the Vehicle Recovery Program for such conduct. The Operator will not transfer a "call out" to another Operator.

Operators with Illinois Tollway radios will notify the Illinois Tollway Dispatch Center of their 10-23 arrival and 10-24 times by radio. Operators without radios should notify the Dispatch Center by phone of 10-23 and 10-24 times.

Performance of Vehicle Recovery

Operator agrees to the following Performance Rate Standard for recoveries:

Acceptable Performance Rate	Criteria
Rotator \$450.00 per hour Heavy Duty \$300.00 per hour	<ul style="list-style-type: none"> • Responded within 30 minutes of Dispatch notification.* • Responded with proper equipment. • Responded with proper manpower. • Rapid reopening of traffic lanes.
Non-Compliance Hourly Rate	Criteria
Rotator \$300.00 per hour Heavy Duty \$200.00 per hour	<ul style="list-style-type: none"> • Delayed response time after Dispatch notification. • Responded with improper equipment. • Responded with improper man power. • Unnecessary delays and excessive time spent by the Operator during Recovery operations.

* Consideration will be given for the following reasons:

1. Road construction
2. Geographic location
3. Traffic back-ups
4. Weather conditions

Radios

Title to all Illinois Tollway radio equipment specified herein shall remain in the Illinois Tollway. The radio equipment will be surrendered to the Illinois Tollway in good condition and without charge for removal upon termination of this Agreement. Upon failure to do so, the Illinois Tollway may repossess its radio equipment without any writ or other legal process and without any liability for any damages arising from the act of repossession, and may take the same wherever found. In the event that the radio equipment is damaged by Operator or destroyed or stolen, while in the possession of Operator, Operator agrees to reimburse the Illinois Tollway for the cost to repair and/or replace the radio equipment.

Operator agrees to operate the radio equipment in strict conformity with the statutory requirements of the Illinois Tollway and the Federal Communications Commission.

Operator is required to have a separate communication system to facilitate communication between its mobile units and its base station.

Books, Records and Receipts

Operator agrees to maintain accurate payment records for vehicle recovery services performed pursuant to this Agreement. Operator's books and records pertinent to Illinois Tollway requested vehicle recovery services shall be made available to the Illinois Tollway for inspection upon request in accordance with Section 5/5-403, Illinois Vehicle Code..

Operator agrees to provide the Illinois Tollway with a copy of each invoice for vehicle recovery services rendered on Illinois Tollway highways within ten (10) days of the date of service. The invoice shall include the information specified on Exhibit "E" attached hereto.

Storage of Towed or Impounded Vehicles

Operator represents that it has access to a storage area secure against theft and damage for storage of recovered vehicles.

The Operator will release personal property contained within the towed vehicle to the lawful owner prior to payment of any accrued towing charges pursuant to Senate Bill 0066, section 625 ILCS 5/4-203, which states:

Any personal property belonging to the vehicle owner in a vehicle subject to a lien under this subsection (g) shall likewise be subject to that lien excepting only: food; medicine; perishable property; any operator's licenses; any cash, credit cards, or checks or checkbooks; and any wallet, purse, or other property containing any operator's license or other identifying documents or materials, cash, credit cards, checks, or checkbooks.

Personal property as excepted above will be released at no additional charge to the patron. All other

personal property shall be subject to the possessor lien. In certain situations, in the judgment of the Tollway, the Tow Operator may be required to release all personal belongings to the vehicle owner. The Tow-In Form will be amended to show the items released and the identity of the receivers of the property. No fees will be assessed by the Tow Operator to inspect owner's vehicle.

The Operator must keep and maintain a separate log on all personal property temporarily removed from recovered vehicles for safe keeping and notify the Illinois Tollway in writing when personal property has been removed pursuant to a property owner's request.

The Tow Operator will release vehicles on a twenty-four hour a day basis, but only to the registered owner, or anyone else able to substantiate rightful possession. An additional fee, not to exceed the amount listed on the most current rate schedule, may be assessed for releasing a vehicle at times when the Tow Operator is not present at its place of business and must travel to the business to open the office. The Tow Operator shall not assess an after hours fee should the registered owner, or anyone else able to substantiate rightful possession, arrive during the Operator's posted normal business hours or during the Tollway set daily time period of 7:00 AM - 5:00 PM.

Vehicles impounded at the direction of law enforcement authorities shall not be released without proper prior authorization from such law enforcement authorities.

The Operator must be willing to waive storage fees for vehicles impounded by the Illinois State Police and

- 1) Seized by the Department of State Police through Authority granted by the Illinois Compiled Statutes.
- 2) Being held as a result of an Order of the Court.
- 3) Being held as evidence.

Insurance

Prior to execution of this Agreement, Operator shall furnish to the Illinois Tollway, certificates of insurance with the following coverage. The Illinois Tollway and District 15 shall be named as an additional insured on Operator's insurance coverage.

- 1) Broad Form Garage Liability Insurance of not less than \$1,000,000 per occurrence with a \$2,000,000 aggregate naming the Illinois State Toll Highway Illinois Tollway and District #15 State Police as additional insured requiring a 30 day cancellation notice.
- 2) Garage Keepers Legal Liability Insurance with limits of not less than \$150,000 per tow truck and On Hook Coverage of not less than \$150,000 per tow truck, which includes coverage for the contents of the towed vehicle while being recovered and/or while towing.

If the vehicle being towed or recovered is covered for losses under the Garage Keepers Legal Liability coverage section in lieu of On Hook Coverage, you must have a Cargo Policy of not less than the required \$150,000 minimum per tow truck to cover the vehicle in tow as well as the contents of the towed or recovered vehicle.

- 3) Automobile Liability Insurance of not less than \$1,000,000 per occurrence, including coverage for hired and non-owned vehicles, and issuance of the MCS-90 endorsement as required by the U.S. Department of Transportation.
- 4) Workman's Compensation Policy covering Operator's employees as required by Illinois Law.
- 5) All insurance policies shall be endorsed to require thirty (30) days notice of cancellation, in writing, to the Illinois Tollway. Operator agrees to furnish current certificates of insurance to the Illinois Tollway upon execution of this Agreement and annually, if renewed. Coverage should be provided by carriers with Best Rating of "A" or better.

Discipline

An Operator may be subject to discipline that may include termination of services, suspension of services, administrative fines/charges, refunds to customers, and reduced or altered assigned areas for the following reasons:

- 1) Failure to comply with the provisions of the Policy, the Illinois Tollway applicable rules, regulations or laws of the State of Illinois.
- 2) Verified complaints of excessive charges whether deliberate or accidental. The Illinois Tollway, at its discretion, may request reimbursement to the customer.
- 3) Failure to respond promptly, without reasonable justification, when called for service.
- 4) Any criminal activity by Operator or Operator's employees.
- 5) Verified complaints of poor service from the public, Illinois State Police personnel, or the Tollway.
- 6) Actions by Operator that obstruct Illinois State Police or Illinois Tollway legal obligations or jeopardize public confidence in the Illinois State Police or the Illinois Tollway.
- 7) The giving or offering of gratuities to Illinois State Police personnel or Illinois Tollway employees.
- 8) Having indemnity bonds or insurance policies that are expired, or fail to comply with the Illinois Compiled Statutes, the Illinois Tollway, or Illinois State Police requirements.
- 9) Damage, as a result of negligence or poor performance, to any vehicles being towed, stored or

impounded.

- 10) Failure to comply with procedures as set forth in the Vehicle Recovery Service Agreement.
- 11) Failure to maintain adequate vehicles and equipment.
- 12) Failure to submit official recovery receipts to the Tollway within fifteen (15) days after the completion of the recovery service or after the towed vehicle has been released.
- 13) Use of an answering machine to take calls.
- 14) Failure to answer calls from the Tollway Dispatch Center.

Complaint Investigations:

- 1) All complaints with respect to towing and road services may be investigated by the Tollway in conjunction with Illinois State Police District #15, if required.
- 2) If the allegations of the complaint are confirmed, the Tollway shall notify the Operator in writing of the results of the investigation. Operator shall have ten (10) days from receipt of Illinois Tollway notice to file a written response to the allegations. All written responses shall be addressed to the Illinois Tollway Fleet Unit.
- 3) Thereafter, the Illinois Tollway shall take whatever corrective action it deems appropriate in light of its investigation and Operator's response. Discipline may consist of corrective action, a reprimand, temporary suspension, permanent removal from the Illinois Tollway Recovery List or any other action deemed appropriate by the Tollway.
- 4) The decision of the Illinois Tollway shall be final.

Termination

The Illinois Tollway reserves the right in its sole discretion to terminate this Agreement upon thirty (30) days notice to Operator for breach of a term of this Agreement by certified mail.

The Illinois Tollway reserves the right to terminate this Agreement at any time, for any reason, upon sixty (60) days prior written notice by certified mail to the Operator.

This Agreement is not transferable and will be terminated immediately upon termination of the Tow Operator's business, change in ownership, or when the Operator no longer has a majority ownership of the Company.

Indemnity

Operator agrees to indemnify and hold harmless the Illinois Tollway, District 15, its directors, officers, employees and agents from and against any and all liabilities, claims, injuries, damages, penalties, actions, suits, losses, costs, expenses and attorneys' fees resulting from or arising out of Illinois Tollway requests for vehicle recovery services by Operator on Illinois Tollway highways.

Miscellaneous

- 1) The Operator shall be responsible for the removal of all debris that may be deposited on Illinois Tollway right-of-way as part of the vehicle recovery operations. This clean up shall be done immediately and concurrent with recovery operations. Exceptions shall include fuel or other hazardous materials for which the Operator is not qualified or licensed. The Illinois Tollway may, through its maintenance forces, assist in this clean up operation.
- 2) Operator will provide no gratuities to Illinois Tollway employees or agents.
- 3) If Operator is contacted by anyone other than authorized Illinois Tollway personnel to provide vehicle recovery services on Illinois Tollway highways, Operator shall notify the Illinois Tollway of the request prior to responding.
- 4) Operator will give the Illinois Tollway thirty (30) days prior written notice of a change in ownership or termination of its business.
- 5) Operator grants to the Illinois Tollway the right to inspect its business premises, facilities, vehicles and equipment and storage area, as well as those of any sub-contractors, upon reasonable notice.
- 6) The Illinois Tollway may from time to time regulate the control of travel and operation of Operator's equipment on the Tollway, including the making of turns and crossings of the medial strip at designated points.
- 7) In the event any of the Illinois Tollway owned equipment in Operator's vehicles, or under Operator's possession and control, is damaged, destroyed or stolen, while in possession of Operator, Operator agrees to reimburse the Illinois Tollway within thirty (30) days of receiving a written request for the cost to repair and/or replace Illinois Tollway owned equipment. Failure to reimburse the Illinois Tollway shall be grounds to terminate Operator's Agreement.
- 8) Towing Operator shall only be accompanied by essential employees when responding to a dispatch call. An essential employee is any person necessary to providing safe towing and/or recovery service. Under no circumstances shall operators be accompanied by family members, acquaintances, etc., or other nonessential personnel.
- 9) Recovery Tow Truck drivers from each Recovery Company may be required to participate in training

sessions given by either District 15 State Police or Tollway Maintenance Personnel covering Tollway safety and vehicle removal related to towing procedures. The training sessions will be scheduled at times and locations determined by the Tollway.

- 10) Oasis gate keys are issued in order to gain access to and from the Tollway through the local road access of the Oasis. Keys are issued on a limited basis to Tollway personnel and emergency vehicles. When using the gates for access the lock is to be secured immediately after passage. A maximum of six (6) keys may be issued to a Tow Operator whose area of responsibility is directly adjacent to the Oasis. The first four (4) keys will be issued at no charge. The next two (2) keys will cost \$25.00 per key. If a key is lost the replacement key will cost \$25.00.
- 11) The Illinois Tollway may require Tow Operators to attend meetings regarding Illinois Tollway Recovery Operations.
- 12) Should the Illinois Tollway communications system be updated, the Illinois Tollway will require that each Tow Operator have a minimum of one (1) radio installed in its facility or a designated vehicle by a Tollway technician. A monetary deposit per radio may be required. The deposit amount shall be determined by the Tollway. The deposit may be used to pay for maintenance of the radio. Should a radio be stolen, destroyed or damaged due to neglect, the Tow Operator shall pay the replacement cost of the radio. Upon removal of an operating radio by Tollway personnel the Tow Operator will be reimbursed the full amount of the deposit less maintenance costs.
- 13) Operator must carry some type of granular absorbent material to mitigate fluid spills from vehicles. Operator drivers are required to remove glass, debris, and spilled fluids from the roadway at accidents scenes. Tollway employees may assist Operator in clean up tasks to expedite opening traffic lanes. Failure to adequately clean up after a vehicle is removed may result in charges payable to the Tollway.
- 14) All Tow Operator trucks must have a valid State Safety Inspection Sticker. Illinois Vehicle Code 625 ILCS 5/CH.13, Section 101 states that every owner of a second division vehicle, medical transport vehicle, tow truck, or contract carrier transporting employees on a highway of this State in a vehicle designed to carry 15 or fewer passengers shall, before operating the vehicle upon highways of Illinois, submit it to a "safety test" and secure a Certificate of Safety furnished by the Department as set forth in Section 13-109
- 15) All Tow Operator vehicles must be equipped with a minimum of two yellow/amber oscillating, rotating or flashing lights mounted toward the top of the vehicle so as to be visible from all directions. Permission to utilize such lights is given in Illinois Vehicle Code Section 5/12-205 (b). Use of the amber light is required whenever a tow or road service vehicle is involved in the towing or servicing of vehicles on or in close proximity to the roadway.
- 16) No Operator shall give assistance to a vehicle on the opposite side of the highway, which would require the Operator or driver of the disabled vehicle to walk across the roadway. Operators shall avoid walking across lanes open to traffic.

- 17) No Operator shall make a U-turn on the Tollway to hook to the front/rear of a vehicle without Tollway personnel first taking the appropriate safety steps to allow such a maneuver.
- 18) Toll Operators shall be allowed to use median crossovers when responding to emergency calls that involve lane blockage. All warning lights must be activated and the operator must exercise extreme care when making this maneuver so as not to jeopardize safety. Tow Operators East of the Fox River are not allowed to use crossovers simply for convenience. West of the Fox River Tow Operators are allowed to use crossovers, however, they should only be used when necessary.

EXHIBIT "A"

1. One (1) set of 36 inch bolt cutters.
2. One (1) set of acetylene/oxygen cutting torch with a minimum of 50 feet of hose lines.
3. One (1) 48 inch wrecking bar.
4. One (1) 1/2 inch nylon rope - minimum of 50 feet.
5. One (1) truck air brake release kit.
6. Two (2) nylon lifting slings with minimum lifting capacity of 100,000 pounds.
7. One (1) 3/8 inch alloy tow chain - minimum of 20 feet.
8. One (1) 1/2 inch alloy tow chain - minimum of 20 feet.
9. One (1) long handle street broom.
10. One (1) long handle shovel (square).
11. One (1) long handle shovel (round).
12. One (1) 10-12 lb. sledge hammer.
13. Sufficient number of binders to secure loads up to 50,000 pounds.
14. One (1) fire ax.
15. One (1) snatch block - 20 ton capacity.
16. One (1) set of tire chocks.
17. One (1) set of assorted cribbing beams.
18. One (1) hydraulic vehicle jack - minimum 20 ton capacity.
19. Tow operator safety equipment package as specified in the Illinois Vehicle Code.

EXHIBIT "B"

1. Operator represents that it has three (3) heavy duty tow trucks, each with a lifting capacity of one hundred thousand (100,000) pounds. Two of which shall be equipped with two-stage hydraulic booms and one shall be equipped with a rotating hydraulic two- stage boom. One truck shall be equipped with a heavy duty winch with a minimum of one hundred (100) feet of 3/4 inch cable.
2. One (1) air cushion recovery system including starter pillows, with motor driven air pump, with a lifting capacity of one hundred thousand (100,000) pounds, with dual controls.
3. A minimum of one (1) semi-tractor with fifth wheel.
4. One (1) lowboy equipment hauling trailer, with minimum hauling capacity of forty thousand (40,000) pounds.
5. One (1) Tandem axle trailer flatbed – minimum forty(40)feet.
6. One (1) Tandem axle dump trailer - minimum 25 cubic yard capacity.
7. One (1) front end loader with minimum of 1-1/2 cubic yardbucket, or equivalent loading capability.
8. One (1) set of tandem dollies - minimum capacity of 80,000 pounds.
9. One (1) electric generator - minimum of 7500 kw (110 and 220 volt).
10. One (1) reciprocating electric saw.
11. One (1) air impact metal cutter.
12. One (1) engine driven air compressor with receiving tank, regulator hose reel and hose, with minimum of 5 h.p./11.8 cfm
13. One (1) 12-inch circular saw (electric).
14. One (1) 10 foot x 12 foot tarpaulin - canvas or equal.
15. One (1) 12 foot x 40 foot tarpaulin - canvas or equal.
16. Portable floodlights with stands and extension cords, capable of lighting a work area equal to 30,000 square feet.

Note: Operator must own.

EXHIBIT "C"

1. One (1) mobile crane with a lifting capacity of 150,000 pounds.
2. One (1) tanker trailer suitable for transferring hazardous or non-hazardous waste.
3. One (1) Tandem axle refrigerator box trailer - minimum forty (40) feet.
4. One (1) skid steer loader (or equivalent) with bucket and forklift.

*****If this above equipment is not owned by towing company, a copy of the contract in agreement must be supplied by the applicant.

EXHIBIT "D"

ILLINOIS TOLLWAY VEHICLE RECOVERY RATES

Tractor Trailer Low Boy/Dump	\$175.00 per hour
Crane or Recovery Rotator**	\$450.00 per hour
Medium Duty Rotator	\$250.00 per hour
End Loader & Skid Steer	\$150.00 per hour (includes transport)
Air Bag Unit	\$2,000.00 flat rate
Heavy Duty: Recovery Wrecker (over 50 tons)	\$350.00 maximum per hour**
Heavy Duty Tow Service	\$150.00 maximum per hour
Heavy Duty Dollys Tandem	\$450.00 per hour
Tanker Trailer w/Tractor	\$175.00 per hour
Box Refrigerator Trailer w/Tractor	\$175.00 per hour
Service Truck	\$150.00 per hour
Labor Charge for ground man	
Permanent full time employees	\$60.00 per hour
Part time employees	\$50.00 per hour
Light Duty Wrecker or Flatbed (includes material transport)	\$100.00 per hour
Standby Time	½ listed hourly rate

Note: All hourly rates include driver/operator

** Recovery rates apply to equipment only when used in Recovery Service.

EXHIBIT "E"

1. Patrons name and address.
2. Make, model and license numbers of vehicles.
3. Date of service.
4. Location of service.
5. Explanation of service.
6. Vehicle recovery charge, including number of miles towed on the Illinois Tollway. (if applicable)
7. Name of Operator's employee(s) rendering service.
8. Record time dispatched, arrived, clear and completed.
9. Patron's insurance company name.
10. Patron's insurance policy number.
11. VIN number (Vehicle Identification Number).
12. Vehicle title number.

EXHIBIT "F"
ILLINOIS TOLLWAY
VEHICLE RECOVERY EVENT NARRATIVE

DATE: _____ AUTHORIZATION NUMBER: _____
 LOCATION: _____ COORDINATORS: _____
 ACCIDENT: _____ RECOVERY FIRM: _____
 TIME NOTIFIED: _____ TIME ARRIVED: _____ TIME CLEARED: _____
 TIME OF TOTAL LANE BLOCKAGE: _____

ACCIDENT DESCRIPTION:

SPECIAL PROBLEMS:

SOLUTIONS:

OPERATOR PERFORMANCE RATING:

Performance Level:	Acceptable	Non-Acceptable	Equipment Used:		
	Response Time:			Rotator	
Cooperation:			Heavy Duty		Loader
Equipment:			Service Truck		Air Bag
Manpower:			Flat Bed		Tractor Trailer
Overall Performance:			Additional Manpower:		

Note: Non-Acceptable Performance requires explanation.

Comments:

Reviewed by: _____