Best Practices
In Communication
Accurate, clear communication, means responders arrive at the scene sooner and clear the incident sooner ...

meeting quick clearance goals and improving safety for themselves and accident victims.
Lane Designation Terminology

Objective:

State, Regional, and local responders often use lane designation terminology when communicating the provision of traffic control or emergency vehicle status on roadways. This terminology is common to operations, except in some rural areas, and is used by police, fire, and emergency medical teams. The language used in this document is to provide a consistent methodology for describing the movement of a vehicle as needed to respond to a roadway incident, and to clearly and accurately describe the movement of a vehicle as needed to respond to a roadway incident.

Terminology:

The lane designation terminology is used to describe the movement of a vehicle as needed to respond to a roadway incident, and to clearly and accurately describe the movement of a vehicle as needed to respond to a roadway incident. This terminology is commonly used in urban areas, except in some rural areas, and is used by police, fire, and emergency medical teams.

Selected National Unified Goal Strategies:

Objective 1: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 2: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 3: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 4: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 5: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 6: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 7: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 8: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 9: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 10: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 11: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 12: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 13: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 14: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 15: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 16: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 17: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 18: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 19: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.

Objective 20: Enhance national emergency and law enforcement coordination by expanding the use of lane terminology.
Describe this location

INCIDENT HERE

NORTH

WEST

EAST

Highway “Y”

Highway “X”

SOUTH
Verification involves collecting sufficient information on the nature of the incident including identifying:

- Type and level of incident
- Exact physical location
- Number of vehicles involved
- Lanes affected
- Injuries, entrapment
- Color and type of vehicles involved
• When an incident is reported by a citizen caller, knowing the color and type of the vehicles is valuable.

• Passing motorists frequently report a location that is downstream of the actual incident on a limited access highway.
Upstream & Downstream

If incident is here...

“DOWNSTREAM”

“UPSTREAM”
Number of cones required @ 40’ SPACING

T = \( \frac{LW \times \text{Speed}}{2} \)

Typical paint markings have 40’ spacing

Cone Tapers

Work Zone CONE or FLARE placement for a “taper” of one lane

- 25mph = 125’ taper 4
- 35mph = 245’ taper 7
- 45mph = 540’ taper 14
- 55mph = 660’ taper 17
- 65mph = 780’ taper 20

Number of cones required @ 40’ SPACING 7 – 12
• Culture, background, bias
• Language, accent
• Focus, attention
• Noise (background, distracting, interfering)
• Poor spelling, inaccurate sentence structure
• Age, generation gap
• Perception
• Message
• Environment of trust

• Motivation
• Non-verbal actions (body language, tone, pitch, volume, gestures, etc.)
• Jargon, acronyms, technical talk
• Disabilities (hearing, visual, etc.)
• Stereotyping
• Lack of time, priority
• Distance, method of communication
• Speakers diction, sound projection
ARE THERE ETHICS IN COMMUNICATION?

Information TTBOMK