

## Special Responses, Routing and Contra-Flow

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When an incident occurs on a limited access roadway such as the Massachusetts Turnpike, Storrow Drive, or I-93, traffic can quickly become backed-up making access via normal means difficult. Sometimes, the most efficient means to access the scene is by going against the normal flow of traffic (“contra-flow”), either by driving up an exit ramp, or accessing via the normal means but then backing down the roadway to the incident. Contra-Flow response requires coordination between Boston EMS and the law enforcement agency responsible for controlling traffic at the scene to ensure the safety of all involved. In the case of an incident on I-93 or I-90, the Massachusetts Department of Transportation (MassDOT) Highway Operations Control Center may also be involved as they can often monitor the incident via a series of cameras and are in direct communication with Massachusetts State Police.

### PROCEDURE

1. If an incident on a limited access roadway cannot be accessed via normal means (due to traffic or routing issues), responding personnel should notify the dispatcher of the issues involved so that alternate routing can be determined.
2. The Dispatch OPS Supervisor or designee shall contact the law enforcement agency with jurisdiction for the roadway (or, in the case of an I-93 or I-90 response, the responding crew can coordinate directly with the Massachusetts Highway Operations Control Center) to advise them of the response issue(s) and request alternate routing information.
  - 2.1. Contra-Flow staging and routing information shall be voice broadcast to the field unit. The unit shall advise when on scene at the designated Contra-Flow staging location and not proceed until directed.
  - 2.2. Should an escort not be available, the Dispatch Operations duty supervisor or designee shall have the unit stand by the Contra-Flow staging until the on scene traffic control unit advises traffic has been stopped and it is safe to proceed. The dispatch supervisor/designee shall verbally reconfirm it is safe to proceed, relay to the dispatcher to have the unit “proceed using extreme caution” and units should proceed carefully.

See Related: MassDOT Interoperable Communications