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## Standard Operating Guidelines

**SOG NO.:** KP-2-0031

**SOG TITLE:** GUIDELINES FOR USE OF PENNSYLVANIA  
TURNPIKE EZ PASS LANES & MAKING U-  
TURNS AT INTERCHANGES

**ADOPTION DATE:** 01/01

**REVISION DATE:**

**NO. OF PAGES:** 1

**Purpose:** To integrate the Pennsylvania Turnpike Commission Guidelines for Use of Pennsylvania Turnpike EZ Pass Lanes and Making of U-Turns at Interchanges into the King Of Prussia Volunteer Fire Company Standard Operating Guidelines.

See KP-2-0031A for specifics.



## Pennsylvania Turnpike Commission

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Dear Emergency Service Provider

Enclosed are procedural changes for utilizing E ZPass lanes and the making of U-Turns at Interchanges.


Please review these changes with your staff so they are familiar with the Turnpike's procedures when responding to an emergency on the Turnpike system.

When responding to an emergency on the Turnpike System, you must still comply with the guidelines as outlined in the Pennsylvania Turnpike Commission Emergency Responder Manual on pages 6 and 9.

Remember when utilizing an E-Zpass Lane you must comply with the posted speed limit and utilize extra caution at all entering and exiting interchanges.

Should you have any questions, please feel free to call me.

Sincerely,



Joseph L. Rispoli  
Manager of Customer Safety

JLR/jd

enclosure



## **FARE COLLECTION DEPARTMENT**

**To:** ALL DISTRICT MANAGERS  
**Date:** DECEMBER 11, 2001  
**Subject:** POLICY & PROCEDURAL CHANGES  
**From:** MARTY LEVAN  
Departmental Manager of Fare Collection

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**OUTSIDE OF THE REGION EXCEPTIONAL PROCEDURES** -- Effective December 15, 2001. Remove all "**OUTSIDE OF THE REGION**" EXCEPTIONAL PROCEDURE YELLOW PAPERS FROM LANES. Outside of the E-ZPass Region will no longer exist.

**PURPLE BREAKDOWN TICKETS** -- Effective December 15, 2001. Remove all purple breakdown tickets from E-ZPass exit lanes and return all purple breakdown tickets to Central Office. The Assistant District Manager must record the starting and ending number of the purple breakdown tickets from their Interchange, and list this information on form 52-01.

**CHANGING OF SIGNS IN E-ZPASS LANES** -- When changing a mounted sign located on the toll booth from: 5 MPH - to - STOP GET TICKET, or from 5 MPH - to - STOP PAY TOLL; the reversible sign has to be pulled to the right from the bracket and into a traffic lane. The traffic lane must be closed to traffic, for safety, when changing a reversible sign.

**INTERCHANGE MANHOLE COVERS** - When a manhole cover needs to be opened at an Interchange, permission must be obtained by the Assistant District Manager. The Assistant District Manager will ensure that a safety cone pattern is set around the opening for employee safety. The Assistant District Manager, or their designee, will supervise this area until the manhole cover is closed and the area is safe to walk on.

**EMERGENCY EQUIPMENT AND AMBULANCES USING E-ZPASS LANES** -- When an emergency occurs on the Turnpike System, the Interchange is requested to provide an emergency lane for entry or exit of the emergency equipment. Please advise Highspire or the emergency equipment to use an E-ZPass lane to expedite the emergency vehicle using the Turnpike system. You must notify Highspire, by radio, of all movements that require free passage of emergency vehicles.



## **FARE COLLECTION DEPARTMENT**

**To:** ALL DISTRICT MANAGERS  
**Date:** DECEMBER 11, 2001  
**Subject:** U-TURN POLICY AND PROCEDURE  
**From:** MARTY LEVAN  
Departmental Manager of Fare Collection

### **Interchange and Toll Plaza U-Turn Procedure For Fare Collection**



#### **Interchange and Toll Plaza U-Turn Policies**

Since the Turnpike Commission has implemented the Accelerated E-ZPass System, E-ZPass customers do not have to stop and pay a fare or obtain a ticket. The Turnpike Commission is strictly prohibiting all U-Turns at Interchange/Toll Plazas except for authorized and emergency vehicles, which may make a U-Turn at a designated area.

#### **DEFINITIONS:**

**EMERGENCY AUTHORIZATION:** Should the request be emergency in nature, any Authorized Personnel may authorize the U-Turn and then notify the ADM with the reason for authorizing the U-Turn. Interchange/Toll Plaza, the Toll Collector will notify the ADM on call.

**DESIGNATED AREA:** Median/Wide Area, Service Plaza, Maintenance Shed, Access Gates, Toll Plazas, and Interchanges.

**AUTHORIZED PERSONNEL:** Any Pennsylvania Turnpike Commission Employee.

**AUTHORIZED VEHICLE:** Pa. Code Title 67, Section 601.17 – Authorized Vehicles.

**EMERGENCY:** An unforeseen combination of circumstances or the resulting state that calls for immediate action.

**PROCEDURE – System U-Turns**

The Pennsylvania State Police (PSP) or authorized Pennsylvania Turnpike Commission (PTC) personnel may authorize the making of a U-Turn to the drivers of non-authorized vehicles only when necessary to comply with Commission rules and regulations. A driver of a non-authorized motor vehicle may reverse direction of travel only by passing through an Interchange/Toll Plaza and paying a fare.

Authorized and Emergency vehicles making U-Turns at wide area median locations must display visual warning devices while making the maneuver. The U-Turn shall then only be made under the direction of PSP or PTC Maintenance personnel.

**PROCEDURE – Interchange/ Toll Plaza U-Turns**

The Pennsylvania State Police (PSP) or authorized Pennsylvania Turnpike Commission (PTC) personnel may authorize a U-Turn for emergency and non-emergency situations, e.g. Over-height, Restricted Cargo, etc.

The Assistant District Manager (ADM) shall coordinate authorized U-Turns at Interchanges/Toll Plazas, with the assistance of Turnpike Maintenance personnel. The driver of a non-authorized motor vehicle may reverse direction of travel only by passing through an Interchange and paying a toll. If the ADM is not available, the Duty Officer will be contacted for authorization and coordination.

Authorized vehicles, emergency vehicles and authorized Turnpike personnel shall cross over lanes at an Interchange in a safe manner. All turning

movements and crossing lanes of travel at an Interchange must be performed in a safe manner.

### **AUTHORIZATION**

If a U-Turn situation occurs at an Interchange, the Toll Collector will notify the Assistant District Manager (ADM) on duty. If no ADM is on duty at the Interchange/Toll Plaza, the Toll Collector will notify the ADM on call. If an ADM cannot be located, the Toll Collector will call the Duty Officer for authorization.

The Assistant District Manager will evaluate the request for an Authorized U-Turn. If the ADM authorizes the U-Turn request, the ADM will instruct the Toll Collector to follow one of these procedures:

1. Call the Operations Center and have Pennsylvania State Police respond to the Interchange/Toll Plaza to assist with the completion of the U-Turn. If the Pennsylvania State Police are not available, the Operation Center will call the nearest Maintenance Facility and have them respond to the Interchange to assist with the completion of the U-Turn.
2. If Pennsylvania State Police or the Maintenance Department is not available to assist with the completion of a U-Turn, it will be the responsibility of the Assistant District Manager to determine what action needs to be taken. The Assistant District Manager may perform one of the following procedures:
  - a) Authorize permission for the U-Turn to be completed at the Interchange/Toll Plaza, depending on conditions at the Interchange/Toll Plaza requesting the U-Turn. Coordinate all Interchange/ Toll Plaza personnel to assist with the completion of the authorized U-Turn in a safe manner.
  - b) Inform the Toll Collector to advise the customer that conditions at the Interchange do not permit the safe completion of the U-Turn. The customer shall be directed to proceed to the next Interchange/Toll Plaza.

## **TOLL COLLECTOR PROCEDURES:**

- All unauthorized U-Turns will be processed by following the Toll Collector Manual Section 7.4.8 "Unauthorized U-Turns."
- All authorized U-Turns with no fare charged will be processed following the Toll Collector Manual Section 7.4.9 "Authorized U-Turn – No Fare Charged."
- All authorized U-Turns with the lowest fare collected will be processed following the Toll Collector Manual Section 7.4.10, "Authorized U-Turn – Lowest Fare Collected."
- **Thirty Minute – Time – Period** - When a customer has had thirty or more minutes of time to travel to the nearest Interchange/Toll Plaza, but returns to the original entry Interchange/Toll Plaza, the customer will be charged with a **Thirty Minute or More Time Period Maximum Fare**.  
**NOTE:** - If a customer produces documentation showing authorization of the U-Turn, they will not be charged. All unauthorized thirty or more minutes time violations will be processed by following the Toll Collector Manual Section 7.4. 8, "Unauthorized U-Turns."
- **Unsafe Vehicle** - If a vehicle is considered unsafe to travel on the Turnpike, or a vehicle is excluded from the Turnpike by Section 2.2 of the Toll Collectors Manual: "Vehicles Excluded from the Turnpike," they must be U-Turned and not allowed to enter the Turnpike system.
- **Unable to U-Turn at an Interchange** – If a vehicle cannot be U-Turned at an Interchange, the Toll Collector will advise the customer to proceed to the nearest Interchange Toll/Plaza. If the vehicle is considered unsafe, the Toll Collector will call the Operations Center and ask for Pennsylvania State Police assistance to provide an escort to the nearest Interchange.

### **SAFETY FIRST**

