



Traffic Management Training Pty Ltd

RTO #45094 ABN 53 608 619 067

Traffic Controller Handbook



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Introduction

Roadwork sites are particularly hazardous compared to normal road operation.

Traffic Controllers are used when signs and devices for roadworks are considered insufficient, to provide traffic control for personal safety, public convenience and efficient job control and management.

Your responsibilities include:

- Your own safety
- The safety of the road crew
- The safety of all motorists, pedestrians and other road users at the work site
- Stopping and starting traffic
- Allowing the traffic to flow smoothly
- Dealing professionally with motorists
- Maintaining control in difficult situations

This handbook provides brief guidelines for effectively carrying out your work as a Traffic Controller. It forms part of the training package for Traffic Controllers.

A. Seven requirements

Traffic Controllers must comply with the 'Seven Traffic Controller Requirements', which are:

1. Be properly dressed
2. Understand your authority
3. Recognise the importance of correct procedures
4. Be properly located
5. Communicate effectively
6. Assess changes in traffic patterns
7. Know what to do in an emergency

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A. Seven Requirements

1. Be Properly Dressed

Traffic Controllers are the front-line workers who must give the first confident, positive impression to motorists.

Taking pride in your appearance by wearing proper clothing and giving clear and firm directions will improve the response of road users to your instructions.



1.1 What Personal Protective equipment (PPE) to wear

Personal Protective Equipment (PPE) are devices and garments utilised to protect a worker from injury.

For a Traffic Controller PPE can include the following:

- When exposed to traffic or plant movements
 - Hi – Visibility garments

- Solar radiation and insect bites
 - Broad brimmed hat
 - Long sleeved shirts with collars
 - Long pants
 - SPF 30+ sunscreen
 - Safety goggles or glasses with UV protection
 - Insect repellent
 - Safety footwear

- Other PPE may include
 - Safety helmets / Sun flaps
 - Earmuffs or ear plugs

2. Understand your authority

2.1 Traffic controller’s qualifications

In New South Whales SafeWork NSW requires any person who performs traffic control tasks on a public road to have successfully completed the Traffic Controller course provided by an SafeWork Licensed Training provider.

You will be required to have your Traffic Controller TCWT Card with you, whenever you are working as a Traffic Controller

You must be able to present this card to people who have the need to see it upon request. These may include:

- WorkCover Inspectors
- SafeWork RMS Surveillance Officers or Auditors
- Other nominated persons

Your employer must also ensure you are competent with recent experience.

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2.2 Traffic controller's authority

The Roads Regulation 2008 states that:

'a roads authority may appoint Traffic Controllers or authorise its agents and contractors to appoint Traffic Controllers, to direct traffic on a road.'

2.3 The badge or logo

A Traffic Controller must wear a badge or other distinguishing mark clearly indicating the Traffic Controllers authority from the Roads Authority to....

- Legally slow or stop traffic
- Use stop/slow bat and hand signals to control traffic
- Report drivers who ignore their reasonable directions to their Works Supervisor

Refer to Roads Regulation 2008 – Part 2, Division1, Clause 6(2)

3. Recognise the importance of correct procedures

3.1 Using the Stop/Slow bat



STOP – White Reflectorised legend and border, red class 3 reflectorised background



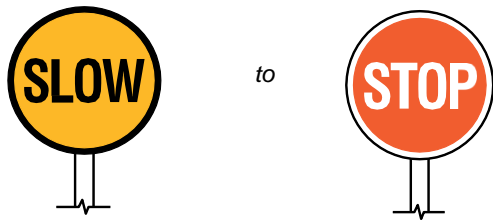
SLOW – Black legend and border, yellow class 3 reflectorised background

The Stop/Slow bat should always:

- Be used in conjunction with hand signals
- Be held steady by the Traffic Controller (it may be necessary to wave the bat from side to side to attract oncoming driver attention otherwise the bat should remain steady by the Traffic Controller)
- Be held in the left hand (usually) allowing the right hand to be used to give clear hand signals

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3.2 Bat changed – From SLOW to STOP



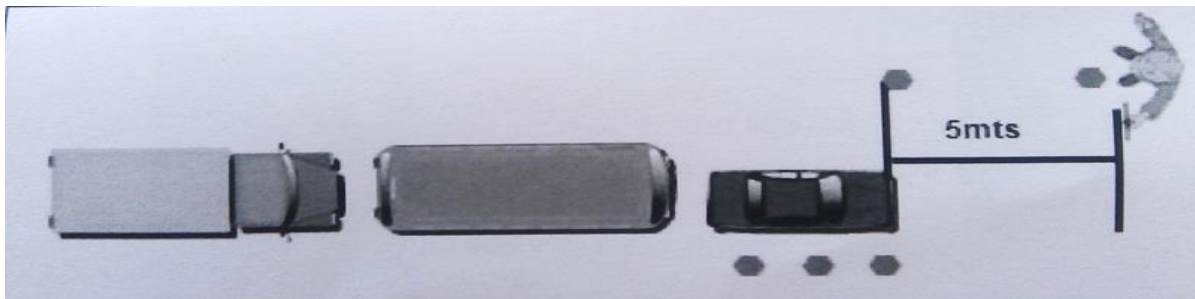
- Hold the bat in the left hand in case escape is necessary
- Remain outside the travelled path
- Avoid stopping large vehicles at the front of the queue (where possible)
- Face oncoming traffic
- Ensure the vehicle has a safe braking distance
- Gain the drivers attention and nominate/point at driver with freehand
- Hold the bat upright with STOP facing the driver
- Move the bat in a sideways direction to gain attention (if required)
- Raise the right hand into STOP position with palms towards the traffic
- Show the vehicle where to stop (5 meters from the control position), using cones as a guidance tool
- If using two-way radio, after turning your bat to STOP, give the other traffic controller a clear description of the last vehicle past your location

3.3 Holding vehicles

Position 1

- Allow 2-3 cars to stop before stepping onto the roadway
- Keep facing the stopped vehicle

● = cone placement



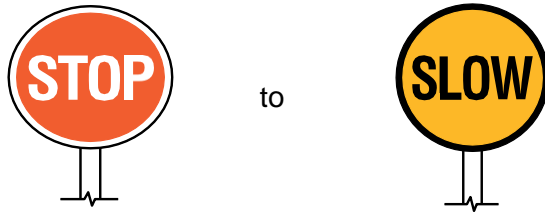
Position 2

- Position yourself in line with the driver's side headlight (5 meters away)
- Keep **STOP** facing the driver
- Turn side on to oncoming traffic as necessary



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3.4 Bat changed - From STOP to SLOW



- Check the other Traffic Controller has stopped the traffic
- Conform that the last vehicle has passed your Traffic Control location
- Return to the shoulder or footpath (outside the travelled path)
- Check that the WORK AREA is clear
- Recheck that the other controller has stopped traffic
- Gain the drivers attention
- Turn the bat to SLOW
- Indicate that the driver may proceed

3.5 Hand signals

To Stop



To Go



To Slow



(Eg. detouring traffic where stopping is not needed)

3.6 What to watch

Traffic Controllers must:

- Never turn your back on approaching traffic
- Control traffic from the standing position
- Watch approaching traffic to assess changes in traffic patterns, or to identify drivers who do not see or choose to ignore signs or directions
- Be aware of the progress of the job and any problems within the work area that may impact on the passing traffic
- Always communicate with other controllers, whether visually or using two-way radio

Following suitable instruction from the site supervisor, Traffic Controllers may be able to assist the efficiency of road works by anticipating when machinery requires the use of the roadway and then controlling traffic movements accordingly.

A Traffic Controller can control traffic in one lane and in one direction only.

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3.7 When are more than two (2) traffic controllers needed?

When:

- The two Traffic Controllers cannot see each other, and two-way radios are not available
- Traffic queues get so long that the “end of queue” approaches a blind corner or crest and vehicles may not have sufficient chance to stop in time
- Controlling traffic at a T-junction or Roundabout. (In this situation, it is essential that the three Traffic Controllers be in two-way communication)
- Oncoming traffic approach too quickly. A third Traffic Controller waving a SLOW bat may be useful in controlling the speed of that approaching traffic.
- Controlling traffic involving side streets between the Traffic Control position

3.8 If a driver disobeys

The road rules 2008 also apply to Construction Vehicles, site management and visitors on site.

Section 101 ‘Hand-held stop signs’

1. A driver approaching a hand-held stop sign must stop before reaching the sign
2. The driver must not proceed until the holder of the sign:
 - A. No longer displays the sign towards the driver; or
 - B. Otherwise indicates that the driver may proceed

If a driver disobeys:

- Use your escape route (if necessary)
- Warn the other members of the crew as early as possible. A warning system should be agreed beforehand. Use the two-way radio to communicate with the other Traffic Controller/s
- Get as many details as possible
 - Registration number
 - Make/Model/Year of vehicle
 - Colour of vehicle
 - Time of incident
 - Special features (roof rack, bulbar etc)
- Report the offence to the supervisor for advice on the appropriate actions

4. Be properly located

4.1 What needs to be considered?

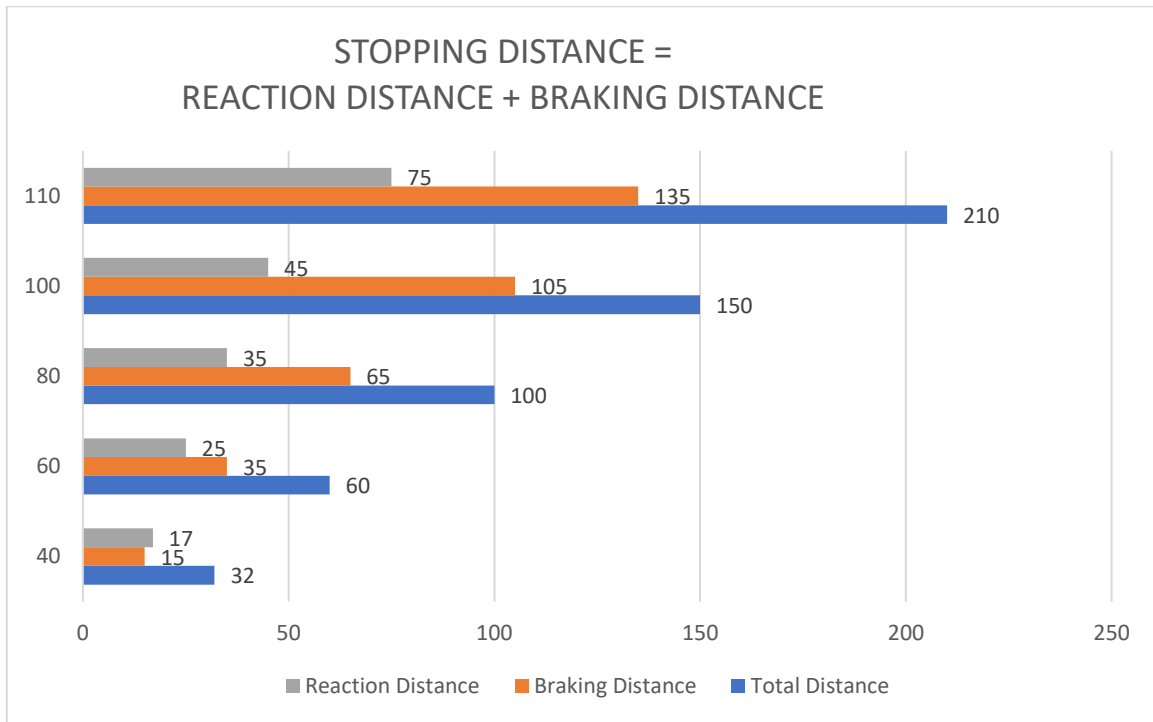
When selecting a suitable location from which to control traffic, Traffic Controllers must consider:

- Your escape route
- The distance it takes for vehicles to stop
- Where to stand so that they are facing the traffic but outside the path of vehicles
- Using cones, to locate the Traffic Controller and to indicate where vehicles should stop
- Oncoming traffic is able to see the Traffic Controller from at least 90m away when approach speed is 60km/h or 60m when approach speed is 40km/h
- Check/monitor conditions that may obstruct a motorist’s vision e.g.
 - Morning/evening sun
 - Shadows on sunny days

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- Location of street signs or other safety devices
- Queue lengths

4.2 Stopping distances



Reaction distance is the distance a vehicle will travel in the time between the object coming into view and the driver commencing to break.

- In addition to speed, various conditions such as type of road, tyre condition, vehicle size and load and environmental factors can affect braking distance
- You must be aware of stopping distance in locating yourself and stopping the first vehicle
- Stopping distance is also important near crests or blind curves where an approaching vehicle should have adequate stopping distance to the end of the queue.

5. Communicate effectively

5.1 With the public

Traffic Controllers are front-line representatives for your organisation

They must ensure that they:

- Give clear and firm direction to road traffic using hand signals and the stop-slow bat
- Concentrate and always remain alert while controlling traffic
- Remain polite to motorists, pedestrians, other road users and fellow workers
- Provide brief answers to questions (if required)
- Avoid using jargon
- Never get involved in arguments
- Assess all situations and avoid confrontations
- Never swear or use abusive language

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5.2 Using a two-way radio

- Ensure you know what channel you are operating on
- Speak clearly
- Make accurate statements
- Provide enough information for the controllers to understand the situation
- Use the standard messages such as:
 - **Stopping vehicles**
(e.g. 'My vehicles now stopped, last vehicle past me is a red Holden Commodore')
 - **Starting Vehicles**
(e.g. 'My vehicles now starting. First vehicle is a blue Ford Falcon')

6. Assess changes in traffic patterns

6.1 Always be alert to changing conditions

Traffic Controllers should always assess changes in traffic patterns especially:

- When vehicles are approaching too fast
- The angle of the sun affects motorist vision
- Signs are altered or varied
- During peak hour traffic
- Emergency vehicles are approaching

Traffic Controllers must always remain alert to any incident that may occur. If you suspect any problems let your immediate supervisor know as soon as possible.

Special consideration needs to be made in relation to:

- The angle of the sun as it may:
 - Shade the traffic control station and make it difficult for motorists to see the controller
 - Makes traffic warning signals difficult to read
 - Blind or dazzle drivers
- The location and position of signs which may be:
 - Set up in poor locations
 - Blown over
 - Vandalised
 - Too old or dirty to read
- Peak hour traffic which may include:
 - Increased queue length
 - End of queue collisions
 - Driver frustration
 - Reduced visibility

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7. Know what to do in an emergency

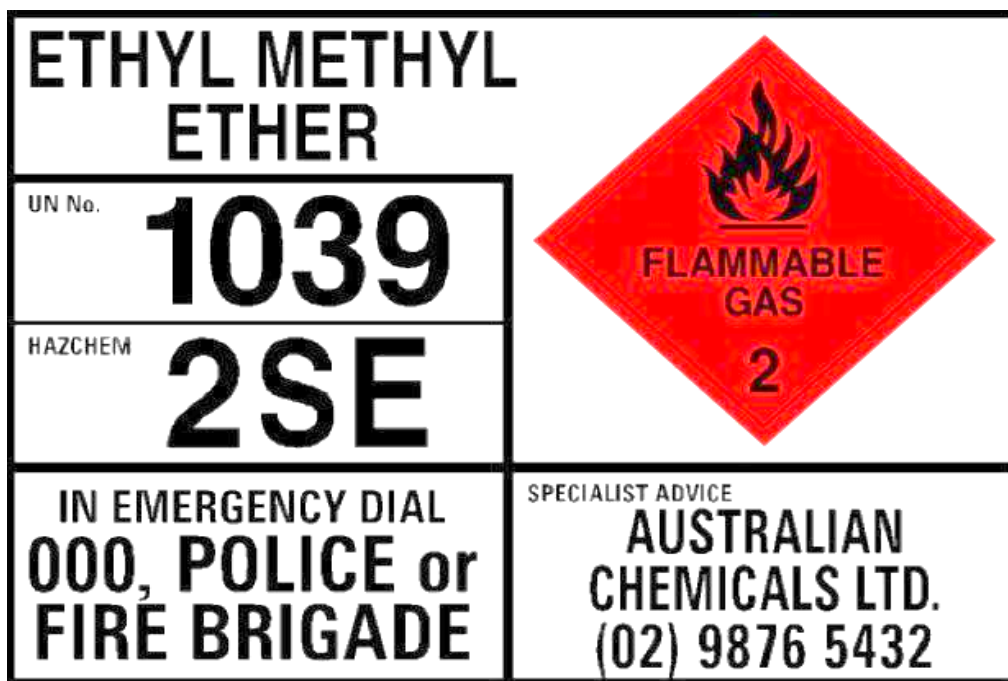
7.1 Traffic controller's initial action

In an emergency situation, Traffic Controllers shall:

- Never leave their post (unless their own safety is threatened). Get someone else to attend or another qualified Traffic Controller to relieve you
- Warn other Traffic Controllers, co-workers and your immediate supervisor as soon as possible.
- Secure the traffic behind the incident to prevent additional collisions
- Radio/Phone for assistance, giving accurate location, number and details of any injuries and assistance required (i.e. Police, Ambulance, tow trucks, etc)
- Check and adjust traffic control, if necessary

7.2 Emergency information panel

- All vehicles carrying hazardous or explosive loads are required by law to display and Emergency Information Panel as below on the vehicle



- You need to take extra care in an accident involving a vehicle carrying a hazardous load
- Evacuate the area, to an uphill and upwind location as quickly as possible, if in doubt of the severity of the situation, for self-protection
- Identify the type of load and relay the details to your supervisor as soon as possible so that appropriate emergency action plan can be implemented

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B. Night work

Compared to Traffic Control works during the daytime, night-workers are significantly more hazardous.

At all times Traffic Controllers must be well illuminated by street lighting, portable floodlights, car headlights etc.

Where Traffic Controllers are required to work at night, additional special equipment needs to be used:

- Appropriate light source to highlight the position of the Traffic Controller
- A safety vest suitable for night-time use
- Reflective night use hand-held "STOP/SLOW" sign/s
- Night wands
- Two-way radio

C. Good ideas

Traffic Controllers must always be alert to situations that may increase risks when controlling traffic:

Traffic Controllers should try to:

- Wear night vests in the daytime so that they can be better seen
- Use a rotating lamp set up near them to draw attention to them and make them more visible to motorists
- Use a pilot vehicle to guide motorists through a job if the route is unclear, or when vehicle speed needs to be controlled
- Use a temporary stop line at the traffic control station if it is to be used over an extended period
- Use headset two-way radios for hands free operation
- Use a portable boom-gate on long term jobs

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