



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

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GOVERNOR

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November 20, 2007

**MEMO TO:** Work Zone Qualifications and Training Committee Members  
**FROM:** Meredith McDiarmid, PE, Work Zone Traffic Control Project Engineer  
**SUBJECT:** Minutes for Meeting on Work Zone Qualification & Training Program

The above listed met on November 14, 2007 at 10am in the Century Center Work Zone Traffic Control Conference Room in Raleigh to discuss requirements of a Work Zone Qualification and Training Program. **Action items are recorded in bold.**

Meredith McDiarmid began the meeting asking for comments on 3 documents:

- Draft detailed training requirements for Work Zone Flagger courses (Document #6)
- Draft detailed training requirements for Work Zone Installer courses (Document #7)
- Draft detailed training requirements for Work Zone Supervisor courses (Document #8)

Each document was discussed and these comments were made:

Document #6 (Flagger Training Requirements):

- Flagger training should include direction on how to communicate with workers if there is an emergency (whistle, horn, speaker, etc.)
- Determine when and if one flagger operations should be used understanding that the installer or supervisor would be making that determination if allowed (i.e. utility operations)
- Determine if flaggers should be allowed to step out into the travel lane after the first few cars in the queue have stopped (like in the MUTCD)
- *(continued from 9-28-07 minutes)* Include educating flaggers about the image they relay to the motorist. Courteousness is required when dealing with the public. No matter whom the flagger is employed by, the entire transportation industry is represented in that exchange.

Document #7 (Installer Training Requirements):

- Include an introduction to the concept of how construction staging (how the work is performed by the contractor) affects the traffic control that is necessary
- Make sure the installer is able to read a set of traffic control plans and install the required traffic control
- Make sure the installer is able to determine proper traffic control necessary for any type of work if there is no traffic control plan
- *(continued from 9-28-07 minutes)* In addition, educate installers concerning:
  - the necessity of coordinating with work zones within the network.
  - the importance of adjusting the work zone installation according to the changes in operations throughout the duration of the activity.
  - peak volume times that should be avoided to reduce exposure to the motorist and worker.
  - the result of misuse of traffic control devices and methods. Misuse breeds lack of motorist confidence in our work zones, reduces the effectiveness of the work zone, and decreases the transportation industry's credibility.
  - The use of Changeable Message Signs according to our NCDOT CMS Policy.

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CENTURY CENTER COMPLEX BUILDING B  
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Document #8 (Supervisor Training Requirements):

- Include detailed instruction about the concept of how construction staging (how the work is performed by the contractor) affects the traffic control that is necessary
- Include detailed instruction on the interpretation of traffic control plans (TCP), when to call the TCP designer, how to answer TCP questions, etc.
- *(continued from 9-28-07 minutes)* Include:
  - everything suggested as additions to the flagger and installer courses.
  - information about the proper clothing for workers
  - interpreting temporary traffic control plans (phasing, ICTs, time restrictions, etc.)
  - tools that can be used to mitigate queues
  - resources for knowledge (DOT contacts, industry associations, company safety director, etc.)
- *(continued from 9-28-07 minutes)* Elaborate on Device Maintenance (schedules for maintenance, when devices should be replaced, etc.)

General Comments:

- There should be a note briefly describing the expectations of each level of qualification (i.e. the flaggers protect the worker and motorists during a flagging operation, the installers determine where the flagging operation will be installed, supervisors determine that there will be a flagging operation to perform this work either by interpreting the plans or examining the site, etc.)
- Training should include sharing with each level what their responsibilities are if there is an incident
- Traffic Control decision making should be the responsibility of the Installer and/or Supervisor Levels

The committee also discussed whether these courses should be stand alone or prerequisites of one another. After discussion the committee agreed a combination of both would serve the industry best. If a training source (internal or external) wanted to make them prerequisites to serve their customer, that would be acceptable. If a training source found it advantageous to have the courses stand-alone, that would also be acceptable. The most important aspect of making this determination is to make sure the right people are at the right course and the course serves the participant. The Work Zone Traffic Control Unit will continue to list the goals of each level of training as stand-alone to make sure each level knows what they are expected to be taught and know. Either method of training would be acceptable as long as it reaches the same goal.

*(continued from 9-28-07 minutes)* In addition to these discussions, **the committee is encouraged to provide small rental company information to Meredith McDiarmid so she can relay that information to the AGC. The AGC will then work with those members to educate them about upcoming requirements.**

*(continued from 9-28-07 minutes)* After lengthy discussion, the committee had these recommendations:

- **NCDOT develop a summary document of all work zone traffic control device requirements to serve as a tool for the industry, especially smaller companies that may not be as familiar with the requirements.**
- **NCDOT develop a documentation protocol for major changes to a temporary traffic control plan.**
- All NCDOT inspectors (including CEIs) be required to have work zone traffic control supervisor status when working on a significant project.

Meredith and others briefly updated the committee on the American Traffic Safety Services Association (ATSSA) What Everyone Should Know (WESK) Course that was held on November 13. For more information, visit [www.atssa.com](http://www.atssa.com).

Finally, Meredith reminded attendees that the Work Zone Traffic Control Rodeo will be held February 26, 27, & 28 of 2008. Registration is open and that information can be found on our web site at [http://www.ncdot.org/doh/preconstruct/wztc/Rodeo/info\\_wz.html](http://www.ncdot.org/doh/preconstruct/wztc/Rodeo/info_wz.html).

Currently, the proposed implementation dates for the Work Zone Qualifications and Training Program are:

- July 2009 Let:** Require properly qualified and trained Work Zone Flaggers on all projects, including encroachments
- January 2010 Let:** Require properly qualified and trained Work Zone Traffic Control Installers on all projects, including encroachments
- July 2010 Let:** Require properly qualified and trained Work Zone Traffic Control Supervisors on all Significant Projects and Encroachments

The group agreed to continue to meet to address these and other issues. Please review these minutes and be prepared to discuss these issues and others at the next meeting on January 23, 2007 at 10:00am in the Traffic Control Conference Room in the Century Center in Raleigh. If you have questions or comments on these minutes, feel free to contact me at (919) 250-4159.

MMM

cc: Steve Varnedoe, PE  
(Attn: Jon Nance, PE)  
(Attn: Lacy Love, PE)  
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