

Standard Operating Procedure

**Harris County Toll Road
Authority**

**Lane Closure and Toll Waive
Procedure**



REVISIONS		
REV	DESCRIPTION	DATE INCORPORATED
1	Document creation	6/07/09
2	PID/Maintenance Department Revisions	11/17/09
3	Toll Waiving Procedure Update	7/13/10
4	Expanded processes and inclusion of closure times	8/21/12

**HARRIS COUNTY TOLL ROAD AUTHORITY
PROCEDURE DOCUMENT CONTROL**

	INITIALS	DATE	
ORIGINATOR	RB & CS	4/24/08	
ORGANIZATION APPROVAL			
REVIEWER			
ENGINEERING	QCA	8/23/12	
HARRIS COUNTY TOLL ROAD AUTHORITY CLOSURE APPROVAL PROCEDURE		Number of Pages:	9

1.) Purpose

The purpose of this Standard Operating Procedure (SOP) is to communicate the proper procedure for Contractor(s), Construction Management/Engineering Consulting Firms, Construction Programs and HCTRA Maintenance Department to follow when requesting, reporting, and setting up a lane(s) closure. All scheduled lane, ramp, or other type of closures on the existing system need to be coordinated through the Maintenance Department as outlined in the following "Lane Closure Procedures". The closure request coordination will help assure no conflicting maintenance or construction lane closures will be planned in the same area, or at the same time ultimately impacting the traveling patrons or requiring additional tolls to be paid.

2.) Acronyms and Definitions

Requestor: Contractor requesting to close lanes of traffic.

Project Manager: Harris County Project Manager / Responsible Individual requesting to close lanes of traffic, or waive tolls if deemed necessary.

3.) Scope

This SOP applies to all scheduled lane closure(s) performed on the Tollway System regardless of department or purpose.

4.) Affected Organization

This SOP affects all contractors, consultants, HCTRA, and Harris County Construction Programs Department (CPD) employees.

5.) Document Responsibility

The Maintenance Engineer is the custodian of this SOP and is responsible for assuring that this SOP is followed and maintained.

I. Lane Closure Requirements

Allowable lane closure times on any toll system are the following:

(Any time period outside these parameters requires prior approval by the Maintenance Engineer, and will be analyzed case by case)

Main Lane - Shoulder and / or One Lane Closure

Day	Daytime Closure Hours	Nighttime Closure Hours
Monday - Friday	9 a.m. to 3 p.m.	10 p.m. to 5 a.m.
Weekend	10 p.m. Friday to 5 a.m. Monday	

Main Lane - Two Lane / Ramp / Connector / Total Closure

Day	Daytime Closure Hours	Nighttime Closure Hours
Monday - Friday	Not Allowed	10 p.m. to 5 a.m.
Weekend	10 p.m. Friday to 5 a.m. Monday	

Every effort must be taken to minimize the disruption to traffic, and ensure the safety and convenience to the public. Coordination and correspondence between the Contractor and HCTRA shall be through project engineer or designated representative.

Major traffic pattern changes such as two or more lane closures, ramp closures, and total main lane closures shall require the Contractor (Requestor) to post Changeable Message Signs (CMS) a minimum of two weeks in advance of the major traffic change. Adequate number of CMS should be utilized prior to the closure area determined by the project engineer or design plans, a minimum of two CMS shall be used in each direction in advance to the point of closure. For more guidance on the use of CMS boards refer to HCTRA closure standards, TxDOT Barricade standard BC- 6-07, and recent revision of TxMUTCD, Chapter 2L.

If the lane closure may adversely impact the operation of the toll system, HCTRA may require the closure to be removed, modified, or canceled until a time when impacts may be mitigated.

II. Lane Closure Request

The requestor shall submit an email request to their designated Project Manager or HCTRA representative, with a completed "Lane Closure Request form" (see page #) attached for each closure site. Lane closure request shall be submitted a minimum 48 hours in advance for a standard lane closure, 3 weeks in advance if tolls will need to be waived, or a total closure is required. (*See Toll Waive Process*)

The form must detail:

- Roadway system
- Direction
- Limits of work or Plaza / Ramp Location

- d. Date scheduled
- e. Start / End time
- f. Detailed description of work
- g. Notification if work is coordinated with any other work in the area- Including TxDOT
- h. Individual responsible for this work / Telephone number
- i. Number of lane(s) closed
- j. Submitted by / Date
- k. Applicable traffic control standard or signed and sealed drawing(s)

Once the Project Manager has reviewed the closure with their Contractor, and approved the need of closure. The Project Manager, or assigned designee, shall submit a lane closure request via e-mail in the proper lane closure reporting format, see *Lane Closure Reporting Format*, to Maintenance.Dispatch@HCTRA.org, and copy Quinton.alberto@hctra.org and the Contractor who requested the closure with complete lane closure information. The Maintenance Department will review the closure information, verify no conflicting closures were previously planned, and report the closure to all pertinent HCTRA and CPD employees. Once the closure is reported the closure will be posted on the HCTRA closure web page.

III. Lane Closure Reporting Format

Once the lane closure has been verified and accepted, Maintenance Dispatch will report the approved lane closures in the following format to

Example of lane closure reporting format:

1 To...

2 Subject: Lane Closure-8.20.12-C217-001

3

Dates: Mon. 8/20/2012 – Fri. 8/24/2012
 Roadway: Sam Houston
 Closure Direction: Northbound
 Closure Limits: Sam South Plaza to Westview Dr.
 Time: nightly, 10pm – 5am
 Lanes Affected: 2 Left Lanes
 Activities Performed: Roadway Striping
 Officers Utilized for the Closure: Yes

4

Project: HCTRA Contract 217
 Project Manager: Matt Kainer
 Contact #: 713. 825. 9486

5

Requested By: David Brown (Interstate Barricade & Marking)
 Contact #: 281. 636. 0324

If there are any issues during this closure, please call Maintenance Dispatch Line (832) 590-6936

Recipients:

The *Closure Notification Distribution List* should be placed in the *BCC:* line, and the contractor or requestor should be *CC:*

Subject Line:

Every closure request shall be uniquely numbered and formatted the following:

Lane Closure-MM.DD.YY - CXXX or Maint - ### (See Example)

MM.DD.YY = (date of the planned closure)

CXXX or Maint = (C=construction, XXX=contract number, or Maint= maintenance)

###= uniquely number the daily closures for that construction project or maintenance activity

Ex.: If the closure from above needs to be revised or canceled the number will be 8.20.12-C217-001A. This will allow for tracking of multiple closures associated with a project and maintenance activity on a certain day, and add clarity when needs to be revised or canceled.

Closure Information:

The closure information will be provided to maintenance dispatch by the Project Manager, or responsible individual. The closure information should be concise, but descriptive enough to understand the full impacts of the closure. Project specific information, such as project stationing or TCP phasing nomenclature, should not be reported. Instead nearest cross streets and entrance / exit ramps should be the landmarks utilized, and full extent of the closure explained with a brief description of the work.

Project and Project Manager Information:

Responsible individual & contact information

Requested by:

Contractor's contact information

IV. Toll Waive Request

1. If tolls need to be waived, in compliance with the non-revenue policy, a request to waive tolls must be submitted and approved by the HCTRA Director. The toll waive request shall be filled out by HCTRA Maintenance or Construction Program Manager.

The toll waive request form (See page 9) must be filled out indicating which lanes number(s) tolls will be waived. Toll lane numbers are located on the HCTRANET home page.

V. Lane Closure Process

1. Once the Maintenance Department has verified that there are no conflicts with the desired lane closure, notifications will be sent to Incident Management to distribute the closure notification.
2. HCTRA's Maintenance Department will distribute the closure information to the appropriate HCTRA personnel, Construction Programs Project Manager, and Incident Management (IM) for notification of the lane closure activities.

- i. If tolls are approved to be waived for this closure, HCTRA Maintenance Department will submit a HEAT ticket to IT for the date, time and lanes impacted.
3. The Maintenance Department will notify IM and IT by phone, if a closure is required due to an emergency.
 - i. The closure shall be approved by the Maintenance Engineer prior to notifying IM and IT.
4. IM will disseminate the closure information to all outside departments (Constable supervisors, plaza supervisors, Commissioner's office, Transtar, Media Outlets, and Emergency services) impacted by the closure by email.
5. If the closure requires a lane closure that affects any Toll Collection activity, additional coordination is required.
 - i. Construction Programs Project Manager and HCTRA's Maintenance Department will process the request to waive toll(s) form and notify the requestor when the form has been approved and submit HEAT ticket.
 - ii. HCTRA's Maintenance Department will notify the plaza manager when collectors are impacted due to a toll ramp/plaza closure and/or tolls being waived at a certain location.
 - iii. HCTRA Maintenance will contact the plaza 30 minutes before the planned lane closure occurs and 30 minutes before the closure is opened.
 - iv. HCTRA Maintenance will verify extent of closure time tolls were impacted.
 - v. Once the closure is complete, an e-mail is to be send to the following individuals detailing the time of the closure:

Todd Ramsey
Wilson Lee
IT Help Desk
Greg Zeis
Emily Lam-Jones
Quinton Alberto
6. If tolls are being waived at a toll ramps / plazas, the gate arm will need to be raised, cover the stop sign placed in front of the gator head, and place the "tolls waived" sign on the booth.
 - i. "Tolls Waived" signs shall also be placed in the booths and the collectors will be asked to help flag traffic through the toll ramps/ plazas.
7. HCTRA's Maintenance Department or Construction Programs Project Manager will notify IM and IT (if involved) immediately by phone and email (when possible) should closures are cancelled or altered due to weather or Contractor difficulty.



REQUEST FOR APPROVAL FOR LANE CLOSURES FOR CONSTRUCTION AND MAINTENANCE

Roadway: _____ Direction: _____

Limits of Work, Plaza, or Ramp Location: _____

1. Date Scheduled: _____ Time: _____ AM PM thru _____ AM PM

2. Description of Work and Associated Traffic Control: _____

3. Has work been coordinated with any other work in the area? Yes No None

4. Individual responsible for this work: _____

Telephone Number: _____

5. HCTRA Construction Programs Project Manager: _____

Telephone Number: _____

6. Number of Lane(s) Closed 0 1 2 3 4 5 Other

7. Does this closure require tolls to be waived? Yes No

8. Attached proposed Traffic Control Standard or Appropriate Engineered drawing for approval.

9. Submitted by: _____ Date: _____

Approved By: _____ Date: _____

QCA:wm
cc: Maintenance File Log



HARRIS COUNTY TOLL ROAD AUTHORITY

MEMORANDUM

TO: Peter Key
Director

FROM:

DATE:

SUBJECT: REQUEST FOR APPROVAL TO WAIVE TOLLS FOR CONSTRUCTION AND MAINTENANCE



Roadway: _____ Direction: _____

Plaza / Ramp Location: _____

1. Date Scheduled: _____ Time: _____ ☐ AM ☐ PM thru _____ ☐ AM ☐ PM

2. Nature of Work: _____

3. Description of Traffic Control: _____

4. Has work been coordinated with any other work in the area? ☐ Yes ☐ No ☐ None

5. Individual responsible for this work: _____
Telephone Number: _____

6. Lane Number(s) tolls waived: _____

7. Lane(s) Closed: 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ (per direction)

8. Requested by: _____ Date: _____

Phone Number: _____

Approved: _____ Date: _____

Peter Key
Director

QCA:wm
cc: Maintenance File Log

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