

October 16, 2023

## Receiving And Reporting Any Threat During A Roadside Inspection

### Guidelines

Perceived threats to inspectors, co-workers or facilities should be taken seriously regardless of whether they are threats of physical harm or racial and demeaning slurs.

There are three threat levels. You must decide what level is involved, how to handle it, and how to protect yourself. Report all situation **yellow** and **red** threats.

1. **Situation Green** is a perceived **low threat**. Includes verbal threats made under the speaker's breath and outbursts over such things as being selected for inspection or receiving violations. You don't feel threatened or in danger of being harmed.
  - Remain Calm
  - Listen carefully, be polite, let driver vent.
  - Try to calm driver. Explain that you are just doing your job and following written guidelines.
  - Explain selection process. Stress that it is not personal and that the goal is to protect the driver and the public.
  - Educate drivers about the violation(s) and show them the applicable regulation and/or OOS Criteria.
  - In situation Green cases the driver has calmed down and, in some cases, apologizes. Complete the inspection and add ASPEN note.
2. **Situation Yellow** is a perceived **medium threat**. Angry driver does not calm down and may escalate. Behavior may include foul language, calling the inspector incompetent, refusing to leave the building, throwing things, etc. You are feeling uncomfortable. • Let co-workers and others know you have a Situation Yellow.
  - Follow Situation Green steps.
  - If possible, have a co-worker, senior, or supervisor come assist with the inspection.
  - if performing a Level 1 inspection, consider switching to a Level 2 or 3. Do not go under the vehicle of an angry driver.
  - If the driver's behavior does not improve, call the non-emergency OSP number and report the incident: (541)726-2525.
  - Complete attached document. Email Matt Cross, Chair of the Safety Committee.

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3. **Situation Red** is a perceived **high threat**. Driver is threatening physical harm to persons or facilities that you believe will be acted on, particularly when a weapon is involved. • Note person's clothing, gender, hair color, type of vehicle, color of truck, color of trailer. Try and get a license plate number (especially the trailer's), so enforcement can find them in traffic.
- If feeling threatened, consider telling the driver to get in his truck and leave.
  - Call 911 immediately.
  - Do NOT make threats back to the driver.
  - Avoid physical contact and only fight back to defend self or others against an assault.
  - Advise everyone in the area you have a Situation Red. If necessary, scream or yell this out as you retreat to safety.
  - Retreat to a safe place (locked office, scale house, or locked vehicle).
  - If a weapon is involved, retreat to safety, get behind something solid, or drive away as feasible.
  - If the person leaves the scale, provide OSP with as much information and description of the vehicle as possible.
  - Fill out the attached checklist as soon as possible and provide a copy to the OSP and Matt Cross.

## Notes

- Situation Yellow and Red: Fill out the attached checklist and save a copy on your share drive or computer. Print a copy and provide it to OSP. Also, send a copy to Matt Cross, chair of the Safety Committee.
- For extreme situations flag the plate in enforcer with a warning and a brief description on what occurred in case the driver crosses a scale further down the road.
- When flagging plates and filling out the attached checklist be sure to keep to the facts. Do not use derogatory remarks. These systems and documents are public records and must be provided if requested.



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## Angry/Threatening Driver Checklist

Provide as much detail as possible and email form to [matthew.cross@odot.oregon.gov](mailto:matthew.cross@odot.oregon.gov).

Date of Incident	USDOT Number
Carrier Name	
Color of Truck	Truck Plate
Color of Trailer	Trailer Plate

Other descriptive features of the truck or trailer:

What direction or where is vehicle headed?

Driver Name	DL/CDL Number	
Approx. Height	Approx. Weight	Eye Color
Hair Color	Sex	Approx Age

Other descriptive features of the driver.

Did the driver have a weapon?

Driver's Demeanor	<input type="checkbox"/> Calm	<input type="checkbox"/> Angry	<input type="checkbox"/> Irrational
Threat Language	<input type="checkbox"/> Coherent	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Well Spoken

What did Driver Do? Yes / No

Slander, Foul Mouth, Cursing	
Threaten Bodily Harm	
Threaten to Blow Something Up	
Threaten Gun Violence	
Threaten Knife Violence	
Racial Slurs	
Threaten to Use Truck as a Weapon	

Describe what took place.