FLORIDA’S TURNPIKE INCIDENT MANAGEMENT PROGRAM

2013 ANNUAL REPORT
Incident Management Programs

- Traffic Incident Management Initiatives/Outreach  Pages 3 - 23
  
  Effective Incident Management is based on good working relationships, achieved through continued training, outreach and partnership efforts.

- Traffic Management Center (TMC)  Pages 24 - 34
  
  The Turnpike’s 24/7 Operations and Communications Center, monitoring 460 center-line miles of roadway.

- Road Ranger Safety Patrol  Pages 35 - 44
  
  A free 24/7 service offered by FDOT, providing motorists’ assistance and incident management services.

- Rapid Incident Scene Clearance (RISC)  Pages 45 - 51
  
  Florida’s Turnpike large vehicle recovery and response program originally developed and implemented by the Turnpike in 2004.

- Specialty Towing and Roadside Repair (STARR)  Pages 52 - 58
  
  Provides fee-based light and medium duty towing and minor vehicle repairs on Florida’s Turnpike roadways.
Florida’s Turnpike Incident Management: Partnerships, Team Success

Florida’s Turnpike was successful in 2013 in keeping positive momentum and forward progress for its Incident Management program and safe, quick clearance efforts. From continued interagency coordination to initiating new towing and Road Ranger contracts, Florida’s Turnpike Highway Operations sustained Incident Management as a priority and worked to enhance safety for responders, customers, and travelers. Recognition and training of personnel from a variety of responder agencies was a repeated highlight throughout 2013. Individuals from law enforcement, Florida Highway Patrol, Fire -Rescue, Tow Recovery, Road Rangers and Traffic Management were recognized on a quarterly basis at Turnpike Incident Management Team meetings with the “Responder of the Quarter” plaques. Nominated by their peers, the individuals were recognized for their overall efforts in quick clearance or for their efforts at a specific incident or event. Their efforts were relayed to all Turnpike TIM Team members as Best Practices for all future efforts.

Numerous training opportunities were also held throughout the year in an effort to keep personnel up to date with safe, quick clearance practices as well as to continue to build the needed relationships between individual responders and agencies. Turnpike responders attended several sessions of the federally supported Strategic Highway Research Program (SHRP-2) – By Responders- For Responders from South Florida to Central Florida. These sessions bring national “Best Practices” to responders to learn from, introduce more consistent and uniform IM concepts and also are designed for all responder disciplines to share their goals and objectives. This training will continue to be offered throughout 2014. Other training that TIM Team members benefitted from was Turnpike specific IM training sessions attended by tow operators, Road Ranger Operators and Traffic Management Operators. TMC personnel also underwent a formal certification program within Traffic Operations to increase their knowledge base and incident response capabilities.

The Turnpike’s 2013 incident clearance performance measures showed a small increase in incident clearance duration time through the course of the year. An average incident clearance time of 88.7 minutes shows that the Turnpike System’s continued Incident Management efforts and initiatives are needed. Florida’s Turnpike will continue to seek opportunities to improve safety and quick clearance milestones through continued training, awareness outreach and partnership efforts.

INCIDENT MANAGEMENT = SAFETY
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards

- The Turnpike Incident Management Team continued to honor our first responders with the Turnpike Responder of the Quarter Award at Turnpike Traffic Incident Management (TIM) meetings. All Turnpike TIM Team members involved in Turnpike Incident Management activities are eligible for nomination, including Law Enforcement, FHP Dispatch, Fire Rescue, Road Rangers, Wrecker Operators, RISC Operators or TMC Operators.

The award is a successful tool in recognizing individuals who go above and beyond in his or her duties. Below are photos and nominations of the 2013 Turnpike Responder of the Quarter Award winners:

**Edwin Martinez (RR 5)**

**Photo:** Edwin Martinez with his award.

**NOMINATOR:** Sara Wright / Likhy Flores

**NOMINATION:** Edwin Martinez was patrolling the Turnpike on Sunday evening, February 3rd. He called in a vehicle moving at a slow rate of speed and was all over the highway. He followed the motorist with his lights on beyond the Cypress Creek Toll so no one would run into them. He then followed the truck as the driver entered the DOT parking lot. This particular driver had multiple counts of DUI convictions in the past. The motorist was also driving with an expired license. The driver failed the sobriety test in the parking lot given by the Florida Highway Patrol. Edwin saved the life of at least one person tonight (the drunk driver) and quite possibly several others. He also saved the Turnpike Enterprise from experiencing any damage on the roadway due to a crash.

**DOS Karen Broedel**

**Photo:** Karen Broedel with her award.

**NOMINATOR:** Krystal Goodwin

**NOMINATION:** Duty Officer Supervisor Karen Broedel works the midnight shift at FHP Lake Worth Dispatch. When Karen comes into work, she always checks the weather reports for overnight and/or early morning severe weather conditions. She then notifies the dispatchers and the TMC if there are any reports of severe weather or fog that may affect any of the roadways that the Communication Center covers. This helps keep our customers, Troopers and Road Rangers safe while out on the roads. Karen coordinates with the TMC to have the DMS signs activated so we can warn motorists of the road conditions. Karen cares about the safety for everyone who drives on our roadways. She does everything possible to prevent problems from happening. I think Karen should get the Responder of the Quarter award for the great work she has done in the past and I know she will continue to work hard on a daily basis.
Incident Management Responder of the Quarter Awards

**Lt. Roger Reyes (FHP)**

**NOMINATOR:** Giuseppe Scaringi  
**NOMINATION:** I nominate Lt. Roger Reyes as Responder of the Quarter for his command of and direction during the RISC event of March 6, 2013, at MP 52 NB. Lt. Reyes coordinated the needed traffic diversions; facilitated the response and arrival of the RISC contractor to the scene and directed the recovery and clearance efforts. This was a complex recovery operation, with extensive roadway property damage and debris clearance and was completed within three hours during a busy afternoon rush hour.

**Richard Mann (ICA)**

**NOMINATOR:** Matt Lewis  
**NOMINATION:** On April 22, 2013, Richard Mann witnessed a vehicle northbound at Mile Post 204 that was possibly putting other drivers’ health and lives at risk by driving the wrong way on the highway. Richard had to make a decision to either call 911 and possibly watch this vehicle drive into on-coming traffic or take action and try to get the driver’s attention to stop him and avoid a major incident. Richard observed that the vehicle was traveling at a slow-enough speed and he could safely approach the vehicle to try to stop the driver. In this incident, the driver made a decision that was out of Richard’s control and he happened to be standing in the path the driver wanted to turn into. The Trooper who was on scene indicated that that the driver of the van that struck Richard had been seen making 3-point turns in the roadway before the incident took place. He said the driver was going north, turned to go south, back again to go north, then one final turn to go back south.

I feel that Richard stopped what could have been a driver that could have put other motorists’ lives in danger. Richard was injured in this incident, but his actions possibly stopped the driver of the vehicle injuring or killing other people on the roadway this day and for this, I nominate him for the Responder of the Quarter Award.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards

NOMINATOR: Sgt. Tom Flickinger

NOMINATION: On October 5, 2013, at approximately 3:05 p.m., LWRCC D.O. Lusignan advised witnesses were calling in about a physical confrontation on State Road 91 northbound at the 271 mile marker. Witnesses advised the subject fled from the scene in a red Nissan Altima bearing a Texas tag of DR6S114 and the victim ran from the area. I was in the area so I responded in an attempt to locate the vehicle and advised D.O. Lusignan to have the Traffic Maintenance Center (TMC) pull up the nearest camera and maintain it on the scene. At approximately 3:37 p.m., TMC personnel advised 2 vehicles had arrived back at the scene and several individuals appeared to be looking for item(s) along the grassy shoulder. Trooper Fenn responded back to the scene and came upon the 2 vehicles and 4 individuals and the suspect. Trooper Fenn was later able to detain and turn over the suspect to OCSD. I nominate the Turkey Lake TMC staff (Marsha Marcella, David Wronski and Sammy Arce) for the Responder of the Quarter Award for working together with the Troopers, Orange County Deputies and D.O. Lusignan in apprehending the suspect.

NOMINATOR: Van Schoen, Tamarac Fire Rescue

NOMINATION: I would like to Nominate Mr. Paul Kelly for your responder of the Quarter Award. Mr. Kelly had been working with the FL Dept of Transportation before his retirement here at Tamarac Fire Rescue and his efforts are now seen up and down the Turnpike system locally and even further north as I am led to believe. After his retirement, Mr. Kelly has continued this effort with the DOT and has for the most part, on his own and at his own expense taken the program training on the road. He has provided training to all shifts at the Margate, Coral Spring, Pembroke Pines and several other Fire Departments across the county. Additionally Mr. Kelly continues to educate young men and women in the fire service through our Fire Rescue Cadet program here in Tamarac and he is certainly a great asset to our program and brings a great amount of knowledge.
Joint Incident Management Training Sessions

- Throughout 2013, the Florida’s Turnpike Enterprise Traffic Operations team continued hosting continuing Incident Management and Scene Safety Training sessions for Road Ranger Safety Service Patrol and Specialty Towing and Roadside Repair Services (STARR) personnel.

One specific topic addressed was the proper method of using five traffic cones for a lane closure and/or stopping on the shoulder of the Turnpike:

General training topics covered Florida’s Open Roads Policy, traffic incident management and quick clearance best practices and expedited vehicle removal. A module on customer service was also included. In attendance were TMC Supervisors and Managers, Specialty Towing and Roadside Repair Services (STARR) personnel and Road Ranger Safety Service Patrol Operators and Supervisors. The three hour sessions included both classroom and field work, and were held in both Turkey Lake and Pompano locations.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Highway Operations Holiday Traffic Debriefing

- A Turnpike-wide debriefing session was held on January 17, 2013, to debrief the 2012 Holiday Season. This was a high volume season for Florida’s Turnpike from Thanksgiving through January for holiday travelers and the numerous special events that impact the Turnpike. Special attention was given to the Turnpike’s mainline service plazas that were under renovation and their parking lots which were limited by active construction. Highway Operations coordinated close monitoring of the service plazas by the TMC and deployed field personnel and law enforcement at the plazas to assist with traffic flow at the peak travel dates. Additional portable changeable message signs and static signing were deployed at and approaching the service plazas and approaching mainline toll plazas to warn of potential holiday traffic delays.

Due to the influx of out-of-state, non-daily Turnpike motorists using the Turnpike for holiday destinations or the numerous college football bowl games, a special signing and messaging plan was put in place to inform and raise awareness for the Turnpike’s All-Electronic Tolling (AET) operations in Miami-Dade County. The TMC assisted this effort with overhead dynamic message sign (DMS) messaging, highway advisory radio (HAR) messaging and 511 posting. Road Ranger hours and patrol zones were also enhanced during the holiday period to handle the expected peak days and locations for special events.

Veterans Expressway (Toll 589) Widening Project Begins

- During 2013, the Toll 589 Veterans Expressway/Suncoast Parkway corridor became a hotbed of new construction. Construction began during the summer with the first of five widening projects along the 15-mile Veterans Expressway. The work started at the southern end of the corridor and will be coordinated with the future phasing to convert the toll road to AET. Once all widening is completed toll express lanes will be placed in operation to combat congestion and increase traveler mobility.

Several resurfacing and roadway improvement projects began on the Suncoast Parkway, including a project to elevate the roadway in an area that was flooded during Tropical Storm Debby the previous year.

Bridge Widening – Henderson Road Overpass

Anchor Towing’s Victor 1 (Jerry Andrews and Todd Stettler) patrols the Veterans Expressway from MP 1 to MP 16, Monday through Friday from 6 am to 8 pm
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Team Member Says Goodbye

- The Florida’s Turnpike Incident Management Team thanked Ed “Mac” McKissack for his 10 years of loyal service with the Turnpike. Mac was instrumental in establishing the Turnpike RISC and STARR incident management programs as well as shaping the Turnpike Road Ranger program into its effective present-day configuration. A retirement celebration, attended by numerous Turnpike TIM partners was held at the Pompano Operations Auditorium on June 28, 2013, where Mac was presented with a plaque for his dedicated service to Turnpike customers and an appreciation plaque from the Professional Wrecker Operators of Florida. Mac is now enjoying life with his family in (snowy and cold in the winter) Chicago, Ill.

Tropical Storm Andrea Operations

- On Thursday, June 6th and Friday, June 7th, South and Central Florida felt the impacts of Tropical Storm Andrea. The Traffic Operations team coordinated Road Ranger Service Patrols along the Turnpike Mainline, staffed extra hours in the Turkey Lake TMC and coordinated efforts with the STARR tow vendors. Although the center of the storm traveled west of the state of Florida, south and central Florida received almost constant heavy rains for two straight days. The Turnpike TMCs worked 122 crashes during the two days Florida was affected by Tropical Storm Andrea, more than a 100 percent increase in crashes over that typical time period. The Pompano and Turkey Lake TMC Operators worked closely along with the Road Ranger Service Patrols and Roadway Maintenance Teams to handle the increased activity.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

FHWA National Traffic Incident Management Responder Training

• In 2013, Florida’s Turnpike continued its support and participation efforts with the first National Traffic Incident Management (TIM) Training offered by the Federal Highway Administration (FHWA) under the Strategic Highway Research Program 2 (SHRP2). This nationally recognized, no-cost training opportunity targets all first responders to traffic incidents. Both Colonel Brierton from the FHP and the Florida Police Chiefs Association have come out in support of the program. Turnpike TIM responders attended 4- and 16-hour courses as responder participants and train-the-trainer champions.

This unique training for first responders promotes a shared understanding of the requirements for safe, quick clearance at traffic incident scenes; prompt, reliable and open communications, and motorist and responder safeguards. The TIM training program focuses on a response effort that protects motorists and responders while minimizing the impact on traffic flow. TIM efforts include detecting, verifying and responding to incidents; clearing the incident scene, and restoring traffic flow. Based on the severity or type of incident, first responders may represent law enforcement, fire, transportation, emergency medical services, public safety, towing and recovery, public works and hazardous materials (HAZMAT) disciplines.

Mile Post 216 Heavy-Truck Turnaround

• FTE Highway Operations identified the need for a permanent turnaround crossover along the Turnpike Mainline in Osceola County that could accommodate heavy construction trucks as well as Incident Management response vehicles. Due to the 36.5 mile distance between the Yeehaw Junction/SR 60 Interchange (MP 193.5) and the Canoe Creek Service Plaza (MP 230), the turnaround cut this extended segment almost in half. In addition to construction, maintenance and emergency operations vehicles, Road Ranger Safety Patrol Trucks, STARR and RISC vehicles benefited from utilizing the crossover. Prior to construction, FTE Traffic Operations reviewed the impact of not having the turnaround along this segment of the Mainline and estimated the cost to FTE and our customers to be approximately $100,000 per year.

The Turnaround was completed on December 19th and made available for use by Specialty Towing and Roadside Repair (STARR) tow vendors, Road Ranger Safety Service Patrol operators, Rapid Incident Scene Clearance (RISC) vendors, Florida Highway Patrol and other emergency responders and contractors to reverse direction as needed. It is signed as for use by “Authorized Vehicles Only.” Incident responders utilizing the crossover are to activate emergency lights and use due caution when using the deceleration and acceleration lanes to the turnaround, as motorists will not expect slowing or accelerating vehicles in the left lane. The deceleration and acceleration shoulder lanes are yellow-striped so that Turnpike motorists do not use them and should be used to their maximum length.
**TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH**

**“Move Over Law” Display**
- Jim Jennings, owner of STARR vendor Emerald Transportation, worked with the Festival Flea Market Mall at Sample Road and the Turnpike in Broward County to display a “Move Over Law” reminder on their large video board sign on Sample Road. Three separate “Move Over” messages regularly rotate through the regular advertising for the mall. The Mall agreed to display the signs at no cost after Mr. Jennings convinced them of the public service merit of the messages.

**Inter-Agency Road Ranger Coordination**
- On a bi-monthly schedule, Road Ranger coordination meetings are held with representatives from Florida’s Turnpike, FDOT District 5 and the Orlando, Orange County Expressway Authority to discuss the operation of the Road Ranger asset on the roadways jointly operated by FTE and OOCEA and managed by District 5. Topics at these meetings include:
  - Road Ranger Incident reporting
  - Contractual fuel adjustment rate
  - FTE/D5/OOCEA local TIM meeting for incident response plans
  - FHP/RR coverage on roadways
  - Updating Road Ranger location IDs
  - Wrong-way driver initiatives
  - Standardization of Road Ranger activity list
  - SunGuide report processing

**Quick Clearance Principle in Action**
A crash occurred on March 3, 2013, on SR 91 at MP 274.8 NB involving a SUV pulling a trailer. The trailer rolled and lost some of its load. The vehicle and trailer were blocking the left lane. The incident caused a two-mile delay. Road Ranger Romeo 11, Brad Shay, was in the area and was dispatched by the TMC to assist. He arrived at 12:01pm and using the push bumper on the front of his truck, moved the SUV and trailer out of the travel lane and on to the median by 12:06pm.

Scene before RR arrived
Scene after RR arrived and pushed trailer
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Construction Career Days

- The Florida’s Turnpike Traffic Operations team participated in the annual Construction Career Days at the Bergeron Rodeo Grounds in Davie, FL for the eighth consecutive year. This year’s event took place on October 22nd & 23rd.

Overall, the event hosted 1,964 high school students from the South Florida area, and more than 800 of them visited the Turnpike’s Traffic Management Center Operations / ITS Lab. At the lab, they were able to see and use ITS systems and hardware including the use of our SunGuide software, fiber, field devices such as CCTV, vehicle detectors and DMS controllers. The students were encouraged to ask questions and converse with the lab crew. Construction Career Days is a nationally recognized event and continues to target high school and technical school students to help them discover the world of roadway operations and construction. The event’s general goals are to spark interest, make them aware of diversified career opportunities, teach them about safety, interview skills, etc. – in other words, for that brief moment, prepare them a little bit for the next step in their lives.

Traffic Operations Lab Members:

- Alex Mirones
- Rafael Sena
- John Easterling
- Will Corchado
- Freddy Domond
- Cristina Dos Santos
- Derek Quallo
- Mike Washburn
- Jim Hilbert
- Ralph Etienne
- Jason Hickey
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Take Our Daughters and Sons to Work Day

- The nationally recognized Take Our Daughters and Sons to Work Day was held on Thursday, April 25th with the children visiting the Turkey Lake Campus. Florida’s Turnpike Highway Operations marked the day with planned agendas and events at the Turkey Lake Operations Centers. Nearly 100 children of Turnpike employees participated by spending the day with their parents at the parents’ work facilities, and by participating in a number of tours and special events those employees planned and hosted. These events included TMC Tours, ITS device demonstrations, Road Ranger and Specialty Towing and Roadside Repair (STARR) wrecker demonstrations, and FHP K-9 Unit demonstrations.

Take Our Daughters and Sons to Work Day is aimed at encouraging girls and boys across the country to think without gender limitations and to think imaginatively about their family, work and community lives. This national, public education program connects what children learn at school with the actual working world. Children learn that a family-friendly work environment is an employer and family issue. The program is designed to help girls and boys across the nation discover the power and possibilities associated with a balanced work and family life.

Turnpike Express Lanes Concept of Operations Workshops

- In preparation for the implementation of Express Lanes (EL) on both the HEFT in Miami-Dade County and the Veterans Expressway in Hillsborough County, Eric Gordin, Turnpike Assistant Traffic Operations Engineer, chaired a series of workshops aimed at developing a concept of operations for the Express Lanes. Participants ranged across all disciplines involved in the project, including representatives from Turnpike Production, Tolls, Planning, Construction and Traffic Operations. Topics at the workshops included:
  - Development of needs to support FTE Express Lanes projects
  - Toll Pricing software
  - Incident Management scenarios
  - Review of schedules (HEFT projects, Veterans projects, ITS device and system testing, burn-in period, software)
  - Develop Concept of Operations document
  - Key stakeholders (internal and external) for each Express Lane project
  - Presentations to stakeholders
The TIM Network is a function of the National Traffic Incident Management Coalition (NTIMC). The goal of the TIM Network is to connect TIM Professionals (especially those from different disciplines) to each other, provide a method for TIM Professionals to escalate issues and provide a way for the NTIMC to validate suggested practices. The TIM Network is essentially the equivalent of a national TIM Team.

The Responder wrote: “Florida’s Turnpike Incident Management (IM) Program is one of the most effective and respected programs in the U.S. It is multifaceted and comprised of various programs: its TIM initiatives/outreach efforts, traffic management centers (TMCs), Road Ranger Safety Patrol, Rapid Incident Scene Clearance (RISC) Program, and Specialty Towing and Roadside Repair (STARR) Services Program.

The Turnpike TIM Team is comprised of the Florida Department of Transportation (FDOT), Florida Highway Patrol (FHP) Troop K, tow companies, fire/rescue, public/private agencies, and the Road Ranger Safety Patrol. Team members provide emergency response services to Florida’s Turnpike customers, clear travel lanes, and quickly restore safe traffic flow.

The Turnpike TMC assisted the FDOT Safety Office by posting a safety message on Turnpike DMS during the Work Zone Safety Week Campaign the week of April 15th through 19th. The message was posted for a minimum of 2 hours a day from 9 am to noon.

Cones are Replaceable,
People are not. Think Safety First.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Incident Management Meetings

- During 2013, Florida’s Turnpike hosted six Turnpike Incident Management meetings. Topics in these meetings continued to include Responder of the Quarter Awards, TIM Performance Measures, post-incident debriefings, FDOT Annual Reports, developing common TIM goals amongst partners, weather preparedness and general sharing of ideas and experiences.

Turnpike Incident Management staff attended 28 TIM meetings held throughout 2013 by neighboring TIM partners:

- Broward/Miami-Dade
- Tri-County
- Hillsborough County
- Pasco/Hernando/Citrus Counties
- Joint Broward/Miami-Dade Counties
- Pinellas County
- Polk County
- Lake/Sumter Counties
- Lake County EOC
- Joint Monroe/Miami-Dade Counties
- Treasure Coast

Turnpike presentations at these meetings included Turnpike support of Florida Keys evacuation, coordination with local FDOT Districts supporting such evacuations and presentations on Turnpike Widening Plans for the Veterans Expressway.

Managed Lanes Workshop

Incident Management Team members attended the TEAM Turnpike Operations and Management of Managed Lanes and the corresponding Intelligent Transportation Systems Workshop on Tuesday, April 9th, 2013. The panel of experts who led the discussion included representatives from AECOM and Jacobs Engineering who are involved with current managed lanes projects. Topics covered during the workshop included:

- What is a Managed Lane?
- Managed Lanes Policy
- Decisions and how they affect O & M
- Revenue and Pricing
- Enforcement and Traffic Management
- Implementation and Operations and how they affect O & M
- Overview of Current Management Lane Strategies
- Future Turnpike-related Discussion Items
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Monthly Safety Reminders

- The Turnpike Incident Management Program continued to distribute monthly Safety Alerts to Turnpike Road Rangers, STARR operators, Roadway Maintenance field reps and other responders as seen below. With safety remaining as the Turnpike’s constant and primary concern, the program was developed in 2011 and continued into 2013. The Safety Alerts serve as a partner to our regular training classes, are distributed to Turnpike responders and TIM members and are meant to provide small reminders of ways they can protect themselves and remain safe on the job.

Traffic Operations Workshops and Staff Meetings

- On March 5th and October 15th, Workshop/Staff Meetings were held for all Traffic Operations staff members in both Turkey Lake and Pompano and was hosted via video conference between the two facilities. The workshops were aimed at helping the Traffic Operations team improve communications, understand expectations, and improve teamwork. Traffic Technology, TMC Operations, Traffic Engineering and Incident Management personnel gave presentations regarding on-going and future updates for their section. Attendees also recognized others for good work, discussed department goals and participated in team-building exercises.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

US D.O.T. Emergency Response Guidebook Training

- Turnpike Emergency Management conducted a training session to distribute the Emergency Response Guide (ERG) and refresh staff members on its proper use. In attendance were contract managers, field staff, TMC operators and other inspectors as well as their supervisors. During the lunch and learn, participants gave a brief self-introduction as part of a “meet and greet,” allowing attendees to get a glimpse of what participants do in their jobs and to put faces with names. Also on the agenda was the opportunity to discuss our policy on ‘works needs’ reporting. For example, what is done when a staff member observes a problem on the Turnpike, notices lights out, a toll booth with damage or a tree is hanging on a fence? The answer was the same for all scenarios: Turnpike policy is to report it to the TMC who will disseminate it to the correct department for action.

TMC Operators Certified in National Incident Management Systems (NIMS)

- Florida’s Turnpike TMC Operators, in conjunction with the FEMA Emergency Management Institute, achieved certification in the following NIMS compliant courses:
  - ICS 100: Introduction to Incident Command System (ICS)
  - ICS 200: ICS for Single Resources and Initial Action Incidents
  - ICS 700: National Incident Management System (NIMS), An Introduction

The principles of NIMS, a comprehensive, national approach to incident management, are applicable at all jurisdictional levels and across functional disciplines. NIMS enables us to work together to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. The benefits of NIMS include:
  - A standardized approach to incident management that is scalable and flexible
  - Enhanced cooperation and interoperability among responders
  - Comprehensive all-hazards preparedness
  - Efficient resource coordination among jurisdictions or organizations
  - Integration of best practices and lessons learned for continuous improvement.

The Turnpike IM Team deals with all types of weather

| Lightning strikes in Osceola County | Heavy Rain in Palm Beach County | Dense fog in Osceola County |
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Roadway Maintenance Cable Barrier Training-Zone 4 Suncoast Pkwy

- Cable barrier training was conducted on March 25 at the Anclote Plaza Operations Building located on the Suncoast Parkway (Toll 589) near MM 22.5. In attendance were FHP, Pasco County Fire-Rescue, Road Ranger Safety Patrol, Roadway Maintenance and Traffic Operations Incident Management. The training, both classroom and field, was aimed at preparing first responders to be able to properly and safely remove vehicles that may be entangled into the cable barrier system due to a crash. Median cable barrier has been installed on the Suncoast Parkway in all of Pasco County. Installation began on March 11th.

The training included 1 hour of classroom training followed by a field visit to the median cable barrier near the Anclote Plaza Operations Building.

IM Efforts for I-595 Ramp Demolition

- All aspects of Turnpike Incident Management were coordinated during the weekend of April 6th and 7th as FDOT demolished an out-of-service ramp connecting I-595 and southbound Florida’s Turnpike as part of the I-595 Express Lanes Project. The demolished ramp was replaced with a new ramp as part of FDOT’s effort to eliminate additional weaving movements at the Florida’s Turnpike interchange.

Lanes were closed between 7:30 AM Saturday and 7:30 PM Sunday as a result of the work. Turnpike TMC pre-messaged about the closure for days prior and message information during the closure. Turnpike Road Ranger, RISC and STARR crews adjusted their operation and travel routes during the closure and developed plans to quickly arrive at an incident in or near the closure zone. All work was completed on time with no major incidents.

The new ramp is shown in the forefront with white concrete slab. The parallel ramp, to its left, is the old ramp that is being demolished.

Treasure Coast Fog/Smoke Task Force

On July 30, 2013, Turnpike Incident Management staff attended the inaugural meeting to discuss and plan for fog and smoke events that have a direct impact on Florida’s Turnpike and Interstate 95 traffic within Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. The task force is addressing the impact on the road system and personnel needs when traffic is diverted off of the one or both of the highways.

The purpose of the meeting was to bring all stakeholders together to discuss factors, concerns, and plan for diversionary routing of traffic during these unscheduled traffic events.

The task force is projected to mirror the success of the US 27/I-75/Turnpike Smoke/Fog Task force established earlier in Miami-Dade County.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

**Annual Incident Duration Comparison**

Average Roadway Clearance Duration decreased by 1.3 minutes from 2012 to 2013. The Incident Clearance Duration increased by 1.7 minutes from 2012 to 2013. Overall these numbers have plateaued over the last few years and continue to meet the goal for Florida’s Open Road Policy of 90-minute lane clearance.

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**Assistant Traffic Operations Engineer Commendation**

Eric Gordin, Turnpike ADTOE wrote: “During a recent meeting with a research team from the University of Central Florida (they are conducting wrong way driving research for OCEA, and decided to include Turnpike data) they were very complimentary about the amount of detail provided within each of our SunGuide reports. I just wanted to pass this along and say that our TMC team is continuing to do an exceptional job in terms of recording information – often times, this information will be helpful in analyzing safety patterns/issues like this one.”
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

**Asset Management RISC / Incident Management Review Meetings**

- Turnpike IM managers conducted a meeting on February 27th with ICA managers and field personnel responsible for asset maintenance in Roadway Zone 3 (Mainline from MM 200 to MM 309) and a second meeting on March 27th with Transfield managers and field personnel responsible for asset maintenance on the Polk Parkway, Veterans Expressway and the Suncoast Parkway to review Turnpike Incident Management programs.

The topics discussed at these meetings were:

  - Rapid Incident Scene Clearance (RISC) – Turnpike expectations during an event
  - Florida Highway Patrol (FHP) – increased interaction with Turnpike troopers
  - Road Rangers/State Farm Safety Patrol – better coordination with Turnpike Road Rangers
  - Roadway Maintenance Emergency Response (MOT, Property Damage)
  - HazMat Contracted Response – how to handle
  - Traffic Management Center – better use of TMC efforts
  - Specialty Towing and Roadside Repair (STARR) – explanation of the program

**Work Zone Safety Week Campaign**

- The Turnpike TMC assisted the FDOT Safety Office by posting a safety message on Turnpike DMS during the week of April 15th through 19th during the Work Zone Safety Week Campaign. The message was posted for a minimum of 2 hours a day during the hours of 9am and 2noon.

  "Work Zone Safety: We’re All in This Together"

**Incident Scene Clearance**

In four “easy” steps:

1. Romeo 2 providing MOT behind a single-vehicle crash in Miami-Dade
2. STARR vendor Excalibur arrives to clear the car
3. Vehicle is loaded and ready to leave the scene
4. And the incident scene is clear
**TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH**

**First Responder Visor Card**
- Turnpike Incident Management Team staff developed a quick-reference visor card for responders highlighting the four major Turnpike incident management response programs and describing where each should be utilized. The double-sided, laminated cards measure 4"x11". Included is information on the Road Ranger, Specialty Towing and Roadside Repair (STARR), Rapid Incident Scene Clearance (RISC), and the Emergency Response or Asset Management Contractors. One side of the card graphically illustrates the resources and response times for six different types of incidents. The reverse provides additional information on each program, along with TMC contact numbers and basic Incident Size-up information.

**Florida’s Turnpike Incident Response**

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<th>Incident Type</th>
<th>Resources</th>
<th>Contract</th>
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<tr>
<td>State Farm Safety Patrol Road Rangers</td>
<td>Amore Board Traffic Control, Warning Signs</td>
<td>Street, Exit 2X or Stadium.</td>
</tr>
<tr>
<td>Light, Medium and Heavy Duty Wreckers Supply Truck</td>
<td>Heavy Duty Recovery Wreckers/Rotator</td>
<td>northbound on the HEFT approaching Exit 47 to NW 27th Avenue.</td>
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<td>Cargo Split</td>
<td>Heavy Duty Recovery Wreckers/Rotator</td>
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<tr>
<td>Large / Extensive Debris Removal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extended Maintenance of Traffic (MOT)</td>
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</table>

**South Florida Special Event Coordination**
- Sun Life Stadium is the home to many special events including Miami Dolphins NFL football, University of Miami football, and concerts. Its close proximity to the Turnpike Mainline, Homestead Extension (HEFT) and Florida’s Turnpike Spur requires special attention from the TMC during these major events. Special coordination is required to properly manage traffic before, during, and after major Sun Life Stadium events. For Dolphins games, traffic volume gets heavy northbound on the HEFT approaching Exit 47 to NW 27th Avenue. Southbound traffic backs up on the mainline sometimes as far back as Griffin Road down to NW 199th Street, Exit 2X or Stadium.

To better manage outbound traffic after Dolphins Games, a contracted crew closes two northbound lanes at half time. At the end of the game, all NB traffic from I-95 in the Golden Glades is blocked to allow for efficient egress of stadium traffic. Special coordination is made with the District 6 Sun Guide TMC in Miami to notify of these various closures and of any incidents that may occur in between. In addition, Road Ranger Service Patrols and Specialty Towing vendors are put on notice to be available for possible additional activity in the areas near the stadium.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Homestead Raceway IM Coordinated Efforts

- The Homestead-Miami Speedway once again hosted the NASCAR Championship Weekend on November 15th through the 17th. With the Homestead Extension of the Florida’s Turnpike serving as the main commute to the race track, the Turnpike TMC coordinated advanced messaging and real-time coordination with on-site track personnel. Turnpike Liaison Will Valladares was stationed at the speedway’s control and command center working with remote access to the TMC and CCTV of access points from the Homestead Extension. The permitted Northbound Shoulder-Use plan from MP 6 to MP 11 for outbound traffic on Saturday and Sunday was once again implemented.

Special messaging was setup on HAR transmitters in conjunction with strategically placed Portable Changeable Message Signs to help guide out-of-towners through the newly setup All-Electronic Tolling (AET) and Toll-by-plate systems. The main events included the Ford 200 truck race on Friday, the Ford 300 Nationwide Championship on Saturday, culminating with the Ford 400 on Sunday. The Turnpike TMC was well prepared with enhanced staffing and pre-event message running all weekend and extra Road Rangers scheduled to assist.

Aspects of the Incident Management Overall Coordination Plan included:

- **TMC Pre-Messaging Plan Below:** Starting on Thursday, November 14th at 12:00 pm
  Dynamic Message Signs @ MP 7 NB, 9 NB, 13 NB, 11 SB, 21 SB

  ![NOV 16-17 RACE TRAFFIC EXPECT DELAYS](image)

  HAR Message #245 played on SW 8th Street* and Biscayne HARs.

  *Motorists traveling on Florida’s Turnpike Extension may experience heavy congestion in the Homestead area between Caribbean Blvd, milepost 12, to Speedway Blvd, milepost 6, due to a special event at the Homestead-Miami Speedway. The heaviest congestion is expected on Sunday, November 20 between 8 am to noon and 4 pm to 8 pm. Motorists are urged to use caution and expect delays.*

- **Road Rangers Extended Hours:**
  
  Friday November 15th - Romeo 1 (MM 0 – 19) from 8 PM to Mid
  Saturday November 16th - Romeo 4 from 6 AM to 8 PM
  Sunday November 17th - Romeo 4 from 6 AM to Mid and Romeo 1 from 8 PM to Mid
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Homestead Raceway IM Coordinated Efforts (continued)

- **Turnpike TMC:**
  
  Use of DMS and HAR for real-time traffic congestion and FHP directed messaging  
  HAR message may include exit and parking lot direction from FHP  
  High Profile use for congestion more than 2 miles in length and impacting incidents  
  Additional TMC Staffing on Sunday

- **Interagency Coordination:**
  
  Coordinate accordingly with MDX for traffic incidents impacting SR 836  
  Coordinate accordingly with District 6 who may support NB incidents on DMS on US 1 in Florida City south of the Turnpike MP 0

- **RISC/STARR:**
  
  RISC and STARR vendors notified and prepped for weekend quick response.

A post-race debrief was held at the track where a list of lessons learned was developed and operational ideas were developed to assist in making future events at Homestead operate smoothly.
TRAFFIC MANAGEMENT CENTER (TMC)

TMC Program Details

- The Florida’s Turnpike Pompano and Turkey Lake Traffic Management Center (TMC) facilities provide 24-hours a day, 7-days a week staffing coverage. Incident management is accomplished utilizing 555 CCTV cameras; 15 highway advisory radio stations: 15 Citizen Band Radio Alert System stations; 58 Dynamic Message Signs (DMS along the Turnpike’s mainline and connecting arterials; 21 DMSs on the Sawgrass Expressway and its connecting arterials; seven DMSs on Toll 417 (Seminole Expressway and Southern Connector Extension); two DMSs on Toll 429 (Western Beltway); three DMSs on the Beachline Expressway (Toll 528); four DMSs on Toll 570 (Polk Parkway); and six DMSs on Toll 589 (Veterans Expressway/Suncoast Parkway). TMC team members work closely with Florida Highway Patrol (FHP) Troop K and other agencies to detect, verify, and mitigate incidents. TMC team members, under the supervision of advanced traveler information system (ATIS) team leaders at each facility, coordinate the State Farm Safety Patrol/Road Ranger operators by dispatching them on the Turnpike Mainline, Homestead Extension of Florida’s Turnpike, Sawgrass Expressway (Toll 869), and Veterans Expressway (Toll 589) through the 800 MHz Statewide Law Enforcement Radio System (SLERS), an automatic vehicle locator (AVL) system and direct-connect communications. Florida's Turnpike Enterprise (FTE) is also an integral part of the Florida Statewide 511 Traveler Information Service. The TMC, in its role as the 24-hour communications hub for the Turnpike, performs essential duties to support FTE Rapid Incident Scene Clearance (RISC) and Specialty Towing and Roadside Repair programs (STARR).

North Carolina Quick Pass Interoperability

- On July 28th, it was announced that the electronic toll systems in Florida and North Carolina are now interoperable, allowing motorists to travel on toll roads in each state using their Quick Pass or SunPass transponder to pay for tolls electronically. This is the first step to making arrangements with other states to help continue providing better customer service to motorists traveling our roadways. To help announce the new change and advise North Carolina customers to utilize the SunPass Only Lanes, the Traffic Management Center activated multiple DMS signs along Florida’s Turnpike. The North Carolina Quick Pass DMS Message Campaign ran from July 28th through August 9th.
On a number of occasions during January and February of 2013, there were full closures of the Turnpike Mainline to facilitate the testing of nearby Florida Gas Transmission pipelines. One example of such a closure occurred on Sunday, February 3rd when all northbound lanes of mainline Florida’s Turnpike were closed between Exit 62, Commercial Boulevard and Exit 99, Okeechobee Boulevard. Northbound traffic was diverted off at Commercial Boulevard and redirected back onto Florida’s Turnpike. The TMC was notified in advance allowing the TMC to pre-message the full closure on the DMS signs, allowing Turnpike customers to make better and safer travel decisions.

During the closure, TMC Operators monitored the closure via camera and were able to activate and update selected Dynamic Message Signs, Highway Advisory Radios, and Citizens Band Radios Alert Systems in the area. The closure was published onto FL511 and broadcasted over the 511 Floodgate. All lanes were closed for four hours. All activities were coordinated with neighboring FDOT District 4 and there were no delays reported or complaints received.

A second example of TMC support for a full roadway closure came on February 12th when the northbound lanes of the Turnpike were closed between Indiantown Road (MM 109) and Fort Pierce (MM 152) to permit demolition of an old ramp bridge at Indiantown Road. TMC pre-messaged the closure for days prior to the event to properly inform as many Turnpike customers as possible of the closure. Traffic was detoured from the Turnpike at PGA Boulevard, directed east to I-95, north to Okeechobee Road/S.R. 70 (Exit 129) in Ft. Pierce and then west to the Turnpike.

In support of the National Highway Traffic Safety Administration (NHTSA) National Tire Safety Week campaign, the Turnpike Traffic Management Center utilized Dynamic Message Signs and Service Plaza Information Display presentations to educate and make Turnpike customers aware to check tire pressure and tread by posting the following message on Turnpike System DMS from June 6th through the 12th.
TRAFFIC MANAGEMENT CENTER (TMC)

FDOT District 4 Transportation Management Academy

- On May 21st and November 5th, the Florida’s Turnpike Traffic Management Center (TMC) hosted tours for the District Four SMART SunGuide Regional Transportation Management Center’s (RTMC) Transportation Management Academy which included a select group of RTMC operators and members of the FDOT District Four Traffic Operations division. The tours were facilitated by Florida’s Turnpike Incident Management and TMC staff with presentations and demonstrations of the Pompano TMC Control Room. According to District 4 Group Coordinator Danielle Chapel, the Transportation Management Academy is a “first-of-its-kind in Florida” training program to provide a comprehensive insight to incident management, traffic engineering, roles of partner agencies and ITS developments, with the objective of improving job performance and providing better customer service.

The “students” represented a number of disciplines within the ITS Unit, including information technology, ITS deployment and Transportation Management Center operations. District 4 RTMC managers believed that this initiative provided their employees with the confidence to make sound, competent decisions during out-of-the-ordinary events as well as a better understanding of the partnerships needed to develop a strong operations program.

Regional TMC Operations Committees

- The Turnpike’s Traffic Management Center managers chair Florida’s two regional TMC Operations Committees. The Southeast Florida Regional TMC Operations Committee (SEFRTOC) and Central Florida TMC Operations Committee are made up of Traffic Management Center Managers from various districts and agencies throughout Florida. The committee’s work to establish a regional approach to ITS operations and incident management through coordinated communication, decision-making and planned resource sharing. In 2013, the committees developed policies and procedures to maximize the utilization of ITS resources. In addition, the committees facilitated open discussion about major upcoming projects in Florida, including Express Lanes among many of Florida’s interstates. The committees meet every two months and participate via video conference or teleconference. Other major items of discussion in 2013 included Road Ranger software coordination, wrong-way driver event management, SunGuide enhancement/deployments, and debriefing recent regional events.

Typical agenda topics include:

- Road Ranger Software Coordination
- Special Events
- Major Construction Projects
- Response Plan Messaging
- Wrong-Way Driver Event Management
- Wrong-Way Driver Event Management
- Regional-Impacting Events
- Incident Response Guidelines
- District Updates
TRAFFIC MANAGEMENT CENTER (TMC)

FHP Lake Worth Regional Communications Center TMC Representation

- FTE TMC has committed staffing at the FHP Troop K, Lake Worth Dispatch Center, with two full-time FHP dispatch TMC team positions, thus improving service to Turnpike customers. The FHP dispatch center is staffed by TMC team members Krystal Goodwin, Sara Wright, Takisha Brown and Chevon Brown during two shifts of 6 a.m. to 2:15 p.m. and 2 p.m. to 10:15 p.m., seven days a week. Our FHP Dispatch TMC Team members work in conjunction with the Turnpike TMC and facilitate sharing incident status information between FHP and the TMC. The TMC staff members work closely with FHP dispatch in tracking performance measures of the STARR program. The coordination between FHP dispatch command, TMC team members, and FHP dispatchers and troopers enables the TMC to assume a more proactive role in incident management along its roadways in terms of emergency verification and response, dissemination of traveler information, and other agency notifications. This accurate and timely exchange of information has resulted in the enhanced operation of the Turnpike’s ITS devices and more efficient resource sharing. The Turnpike TMC has two assigned console positions responsible for managing FHP’s video wall control.

More than 6,500 wrecker dispatch and arrival times were reported by the Lake Worth TMC staff. In addition, more than 8,895 SunGuide events were initiated by the Lake Worth TMC staff. The Lake Worth TMC staff entered 1,922 events into the FHP Computer Aided Dispatch (CAD) system, including 332 crashes, 353 disabled vehicles and also acknowledged and entered 801 Turnpike call box calls.

The TMC Workstation at Lake Worth FHP Dispatch has grown from a small spot squeezed in between two FHP desks in 2005 to a full workstation with ten computer screens in 2013.

Drowsy Driving Prevention Week

- Drowsy driving is a serious problem that leads to thousands of automobile crashes each year. Sleepiness causes auto crashes because it impairs performance and can ultimately lead to the inability to resist falling asleep at the wheel. Critical aspects of driving impairment associated with sleepiness are reaction time, vigilance, attention, and information processing. In coordination with the FDOT Central Office of Intelligent Transportation Systems, the Turnpike TMC participated in a concerted effort to educate the motoring public about the dangers of driving drowsy by running a public safety announcement (PSA) on Dynamic Message Signs (DMS) on the Florida’s Turnpike System.
TRAFFIC MANAGEMENT CENTER (TMC)

Special Events Managed by the TMC

- Utilizing SunGuide software, and coordinating with neighboring TMCs and governmental agencies, the TMC managed the following events:

  - New Year’s Travel
  - BCS Orange Bowl Game @ SunLife Stadium
  - BCS National Championship Game @ SunLife Stadium
  - MEGACON- Orange County Convention Center
  - Orlando Home and Garden Show/Boat Show
  - Ongoing concerts @ Cruzan Amphitheater & BB&T
  - PGA Honda Classic
  - Grad Bash 2013 Traffic
  - Central Florida Home & Garden Show @ OCCC
  - Memorial Day Holiday Weekend
  - Police Officer Assistance Trust (POAT) Motorcycle Rides
  - CONCACAF Gold Cup - International Soccer
  - Labor Day Weekend Travel
  - Miami Dolphins’/Hurricanes Football Games
  - Homestead NASCAR Race
  - Veteran’s Day Travel Weekend
  - Thanksgiving Travel Weekend
  - Christmas Travel Weekends
  - Halloween Horror Nights
  - La Feria de las Americas
  - Central Florida International Auto Show (40,000 visitors)
  - Toys in the Sun Run
  - Bill’s Bikes Toy Run
  - Patriot Riders Motorcycle Run

- Of Special note were the following events:

  o **Fort Drum Service Plaza Parking:** Due to the heavy volume of Easter, Memorial Day and Thanksgiving weekends, and holiday traffic and construction activity at the Fort Drum Service Plaza, milepost 184, ITS devices were activated to provide advance notice to Turnpike motorists. The DMS, HAR and FL511 floodgate were broadcasting messages notifying customers of the newly-renovated Fort Drum Service Plaza, and due to limited parking, customers were encouraged to use the Fort Pierce service plaza at milepost 144 and the Canoe Creek service plaza at milepost 229 as alternates. The devices between milepost 114, before Jupiter and milepost 307, at I-75 were activated during the holiday weekend.

  o **Palm Beach County Milling and Resurfacing:** On March 22-24, a full weekend single lane closure took place on the Turnpike in Palm Beach County southbound from MP 104-102. This work was required for the milling and resurfacing of the roadway. The Turnpike activated pre-messaging and 511 Floodgate messaging in preparation for the weekend event. In addition, during the closure, the TMC management plan included the following:
    - Send out High Profile emails either hourly or at 1 mile increments of delay reached
    - Update real-time delay DMS (155 SB, 119 SB, 116 EB/WB, 109 EB/WB), CB RAS, HAR and Floodgate
    - Keep the video feed on LiveStream for the entire weekend
    - Notify and update D-4 TMC of lane closure and delays
    - Monitor the Jupiter Interchange and contact FHP if traffic assistance is needed at traffic signal

LIMITED PARKING
FORT DRUM SVC PLAZA
USE NEXT PLAZA AS ALT
TRAFFIC MANAGEMENT CENTER (TMC)

Special Events Managed by the TMC (cont)

- **Cops Ride for Kids**: On May 2 and December 7, 2013, the Miami-Dade Police Officer Assistance Trust (P.O.A.T) again conducted their semi-annual Cops Ride for Kids involving up to 1,000 riders with a police escort. Since 1990, P.O.A.T has provided holiday gifts to each of the minor children of law enforcement officers who died in the line of duty, or on active duty while serving the citizens of Miami-Dade County. The riders traveled from the Miami-Dade Police Headquarters located just north of SR 836 to US 1 in Florida City. All southbound lanes were closed on SR 821, Florida Turnpike Homestead Extension at mile post 26 at SR 836 for 12 minutes. Southbound entrance ramps were also closed so the procession could proceed without delays. The TMC assisted by notifying the traveling public through FL511, by coordinating with FDOT District 6 and by activating the messages on multiple DMS Overhead Signs.

- **Patriot Riders Motorcycle Run**: On December 13, 2013, the TMC provided monitoring and DMS support for the Patriot Riders Motorcycle Run, part of the Wreaths across America Event to place wreaths on gravesites at the South Florida National Cemetery. The riders traveled the Turnpike system from MP 152, Ft Pierce to exit 93, Lake Worth. The Turnpike’s DMS signs were activated with Motorcycle Safety messaging throughout the area for over an hour during the motorcycle procession.

- **I-595 Express Road Work and Detours**: The Turnpike TMC supported ten separate full closures of NB or SB lanes during 2013 as part of the I-595 Express construction project. The closures occurred in April, October, November and December, including a weekend-long closure from April 6-7, 2013. During the closures, traffic was diverted off the Florida’s Turnpike at interchanges in Broward County, including Sunrise Boulevard, I-595, Griffin Road and NW 27th Avenue. The TMC pre-messaged for each full closure for 72 hours in advance of the scheduled closure time. In addition, the TMC activated 511 Floodgate/Banner, DMS, arterial DMS, HAR, CBRAS and coordinated with other districts for messaging support during the real-time closures.
TRAFFIC MANAGEMENT CENTER (TMC)

TMC After–Hours On-Call Notifications

- After business hours, weekends and holidays, the TMC is responsible for determining emergency response needs for the Construction, Roadway Maintenance, ITS Maintenance and Facilities and Telecommunications departments. In 2013, the TMC made 1,119 emergency contacts during after-hours to provide notification for emergency response on the Turnpike.

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<th>Department</th>
<th>Count</th>
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<td>Roadway</td>
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<tr>
<td>Facilities &amp; Telecommunications</td>
<td>275</td>
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<tr>
<td>Construction</td>
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<tr>
<td>ITS Maintenance</td>
<td>29</td>
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</tbody>
</table>

Turnpike Operations Management System (OMS) Ticket Entries

- The TMC is responsible for entry of all work order tickets for property damage, debris, facilities after-hours calls, and ITS device outages into the Operations Management System. TMC operators enter specific information regarding the location, type of damages, FHP case number, and who was contacted for each ticket. TMC operators average more than 300 tickets per month, including 80+ that required notification to on-call personnel.

SunGuide Software Upgrade

- The Florida’s Turnpike TMC transitioned to SunGuide version 5.1.1 during the month of January 2013. Some notable enhancements in this version of the software include the ability to push data to the state’s data warehouse system, travel time calculation modifications and the ability to export data into Excel spreadsheets when running reports. It is anticipated that the TMC will transition to SunGuide version 6.0 in March/April 2014.
Florida’s Statewide 511 Travelers Information System

- The Turnpike TMC, using the FLATIS component of the SunGuide software, quickly publishes event information to the statewide website and Interactive Voice Recognition System. In 2013 motorists requested information for “Florida’s Turnpike” on the Statewide 511 phone system 148,236 times, or 13.2% of overall statewide 511 requests. Florida’s Turnpike was the third-most requested roadway in the state of Florida behind I-95 and I-4.

Florida’s Turnpike was also on Twitter in 2013. With a hash tag of #fl511_turnpike, the Turnpike had 2,352 followers, almost 18% of all the FL511 Twitter followers. Turnpike was the most popular FL511 Twitter feed in 2013.

The Turnpike TMC also generated floodgate and banner messages for events that met the following criteria:
- Full closure anticipated to last longer than one hour
- Delays more than five miles
- Any diversion event

The 511 system has a feature in which the callers are able to leave feedback messages concerning the service. Below are some excerpts concerning the information provided:

- **User from Tampa Area:** “Its very user friendly and I do enjoy that aspect.”

- **Caller from West Palm Beach:** “What an amazing system, you guys make travel so much easier.”

- **Caller from South Florida:** “I just wanted to let you know that 511 is the best thing since sliced bread. Thank you very much for providing this valuable service.”

511 also has an iPhone Application which has been well-received:

- **Truck driver from Texas:** “When the roads begin clustered I go and grab my iPhone and I open your app.”

- **User from West Palm:** “This application makes my daily commute to work much easier, thank you so much.”

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ATIS Boot Camp

The Turnpike TMC’s ATIS Team of Michele Gustafson, Jackie Compton, Likhy Flores, Karla Sanchez and David Wronski gathered for their annual training and brainstorming session on June 10th in Ft Pierce.

During the meeting, the team focused on:

- Operator QA Program trends
- Improving morale in the TMC
- Training for upcoming Operator Certification testing
- Thinking outside the box/Innovations in Operations

This is the third annual event of its kind and has been pivotal in training the ATIS Team Leaders in supervisory skills, team building, certification testing preparation and bringing new ideas to the TMC operations.
TRAFFIC MANAGEMENT CENTER (TMC)

TMC Operator Certification Program

- In 2013, the TMC ATIS Team Leaders wrote the annual Operator Certification exam to evaluate current Operator skill level, determine areas of needed individual improvement, identify trends in staff knowledge and potential for advancement, and assess the overall effectiveness of the training program. The training process included annual 4-hour classroom training sessions, weekly Quality Control review of all Level 2 and 3 events, regular one-on-one training sessions and 24/7 access to an online training website with appropriate resources. Operators were given a timed, online written test at an isolated workstation. No reference material is available for the written test portion.

TMC Managers also administered a practical test by giving test ‘scenarios’ and then measuring specific criteria for those events. Criteria included timed performance measure device activation. Operators could use any workstation reference books for the practical portion.

The results of the testing resulted in three different skill levels exclusive of shift supervisor (scores seen in the chart below):

- Level 1: Trainee 0-74% - no operators tested at this level
- Level 2: Operator 75-89% - five Operators tested at this level
- Level 3: Lead Operator 90-100% - nine Operators tested at this level

TMC Team Member Honored

Congratulations to our Turnpike Annual Awards Winner — On June 27th, ATIS Team Leader Karla Smith was presented with the Jacobs TEAM Leadership Award for 2012. Karla has earned the respect of all Turnpike departments; as well as partner agencies including the Florida Highway Patrol, Lake Worth Regional Communication Center, Florida Turnpike Services (Road Rangers), the towing and recovery companies involved in our Incident Management programs and regional traffic management centers. Karla has been with the Turnpike for seven years and is a valued leader in the Pompano TMC. She is calm under fire, handling major incidents with confidence while providing needed guidance to staff.
2013 TMC Performance Measures

- Secured Florida Highway Patrol case numbers and obtained and attached FHP crash reports to work order tickets for 1,030 property damage events on the Turnpike system.
- Entered 2,781 scheduled and emergency road work events with supporting messaging.
  - 42 Full Roadway Construction Closures with Detour with pre-messaging 72 hours in advance of closure
  - Entered 1,275 FDOT District inter-agency events
- Special Vehicle Alerts on Dynamic Message Boards
  - 155 Silver Alerts – missing elders with dementia or other cognitive impairment
  - 0 LEO Alert - an offender who has killed or seriously injured a law enforcement officer
  - 7 Amber Alerts - missing or abducted child believed to be endangered

2013 ITS DEVICE USAGE

- 213,882 Dynamic Message Sign (DMS) activations
- 1,012 CB Radio Advisory System (CBRAS) activations
- 2,666-plus events with Highway Advisory Radio (HAR) activation
- 4,838-plus events published to the Florida 511 System

DMS Public Service Announcements

As directed by FDOT Central Office, the Turnpike TMC displayed the following PSAs on Turnpike DMS signs:

January/February – Don’t Text and Drive, Move Over

March – Move Over, Motorcycle Safety, Low Visibility

April – Distracted Driving, Drive Sober, Work Zone Awareness

May – Motorcycle Safety, Boat Safety, Click it or Ticket

June - Tire Safety, Move Over, Don’t Text and Drive

July – Click it or Ticket, Tire Safety, Move Over, Don’t Text and Drive

August – Move Over, Headlights in the Rain, Drive Sober

September – Drive Sober, Drowsy Driving, Brake Safety, Don’t Text and Drive, Move Over

October – Put It Down (Texting), Move Over

November – Put it Down (Texting), Move Over, Drive Sober

December – Put it Down (Texting), Drive Sober
**SunGuide Managed Events/Day of the Week**

- Sunday: 20,000
- Monday: 15,000
- Tuesday: 10,000
- Wednesday: 15,000
- Thursday: 20,000
- Friday: 10,000
- Saturday: 5,000

**SunGuide Events/Hour of the Day**

- 12a: 2,000
- 2a: 4,000
- 4a: 6,000
- 6a: 8,000
- 8a: 10,000
- 10a: 8,000
- 12p: 6,000
- 2p: 4,000
- 4p: 2,000
- 6p: 1,000
- 8p: 500
- 10p: 200

**TMC Recognition Program**

The Turnpike’s Traffic Management Center Award Program was initiated in July 2013. Each month, six Team Members were selected to receive an award and gift card for their efforts. Operators were selected for going above and beyond, having the most error-free SunGuide reports and showing the most improvement. The monthly winners were presented at the monthly Traffic Ops recognition lunch and displayed on the TMC Recognition Board.
ROAD RANGER SAFETY PATROL

Road Ranger Program Details

- Florida’s Road Ranger Safety Service Patrol program is a free service offered by the Florida Department of Transportation (FDOT) and other transportation agency partners. This program was initially created to manage vehicle incidents in highway construction zones and has since expanded to respond to all types of traffic incident responses, becoming one of the most effective safety elements of FDOT’s Traffic Incident Management Program.

The focus of Turnpike State Farm Safety Patrol Road Rangers is to safely and quickly remove incidents and debris from the roadway as well as provide basic assistance to Florida’s Turnpike customers whose vehicles have become disabled. This includes furnishing motorists with a limited amount of fuel, assisting with tire changes, and helping with other types of minor vehicle repairs.

Throughout 2013, Florida’s Turnpike Road Rangers provided 129,699 assists to Florida commuters, motorists and visitors, including assistance at 5,779 crash scenes and clearing 45,171 pieces of dangerous debris from travel lanes. Customer courtesy assist totals also included 15,380 flat-tire assists and 9,130 gas calls. The average response time to crashes on the Turnpike was 10.0 minutes and the average time spent on scene time was 33.9 minutes. This is a small decrease of only 0.3 percent over 2012 when Turnpike Road Rangers responded to 130,160 calls.

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Annual Turnpike training of quick clearance techniques and initiatives is mandated for all Road Ranger operators and supervisors. Each vehicle is outfitted with state law enforcement system 800 MHz radio communications, photo-capable cellular phones to send photos directly to the TMC (added with new contract – see below) and an automatic vehicle locator that utilizes a global position satellite transponder for communication with the FTE’s transportation management center.

Road Ranger service patrols are also provided through separate contracts along the FTE’s Toll 417/Central Florida GreeneWay, Toll 589/Veterans Expressway, Toll 429/Western Beltway, and Toll 528/Beachline Expressway.
Turnpike Road Ranger Patrol Zones

- The Turnpike Mainline and the Sawgrass Expressway have twelve established patrol zones. Road Rangers patrol Florida’s Turnpike Mainline 24/7 in metro areas and an average of 14 hours daily in rural areas.

Romeo 2 providing MOT behind a crash in Miami-Dade County
Romeo 6 directing traffic around a crash on Toll869 in Broward Co.
Romeo 3 IRT in action in Miami-Dade County
New Road Ranger Contract Awarded

- FTE kicked-off a new five-year Road Ranger contract on February 15, 2013, for patrol service on the 312-mile Florida’s Turnpike Mainline from Florida City to Wildwood, including the Sawgrass Expressway in Broward County. Florida Turnpike Services was awarded the contract, which included complete replacement of the previous Road Ranger fleet with 19 new and upgraded vehicles as well as capability improvement with a new vehicle-type mix.

During the previous contract, nine utility pickups, two wreckers patrolling Broward and Orange Counties, and a single Incident Response Truck (IRT) provided Road Ranger coverage.

The new contract called for all new trucks along the Turnpike as well as a change in the fleet mix which improved safety and quick clearance capabilities through the addition of three wreckers and a second IRT. The fleet transition was completed in the month of October, resulting in 24/7 Road Ranger tow-relocation capabilities throughout Miami-Dade, Broward and Palm Beach counties in South Florida as well as Martin and Orange counties in Central Florida. The two IRT trucks, which are larger enclosed utility trucks, provide patrol coverage in Miami-Dade and Osceola counties by carrying additional maintenance of traffic and clearance equipment with a message board instead of an arrow board.

Enhanced Road Ranger Truck Striping

- Enhanced chevron striping on the new Road Ranger fleet improves visibility during response and on-scene activity. This meets the NFPA 1901 standard for retro reflective striping on apparatus by upgrading the chevron material to diamond grade. Shown below are the Romeo 3 IRT, Romeo 1 pickup truck and Romeo 5 Wrecker.

<table>
<thead>
<tr>
<th>Truck Model</th>
<th>Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RR1/5W/9</td>
<td>07-20-13</td>
</tr>
<tr>
<td>RR2W/3IRT</td>
<td>08-10-13</td>
</tr>
<tr>
<td>RR8W</td>
<td>10-10-13</td>
</tr>
<tr>
<td>RR6/RR7W</td>
<td>10-15-13</td>
</tr>
<tr>
<td>RR4</td>
<td>10-23-13</td>
</tr>
<tr>
<td>RR10IRT</td>
<td>10-24-13</td>
</tr>
<tr>
<td>RR11W/12</td>
<td>11-07-13</td>
</tr>
</tbody>
</table>
ROAD RANGER SAFETY PATROL

Additional Road Ranger Coverage

- Due to an increased number of incidents and service calls on the Sawgrass Expressway, Toll 869 in the morning hours of both Saturday and Sunday, Road Ranger Romeo 6 hours were expanded from 12 Noon to 8PM to 8AM to 8PM on September 21st. These additional hours decreased the response time to Sawgrass incidents during these hours and allowed Romeo 5 to stay within its zone, providing adequate coverage on the Turnpike Mainline.

Romeo 6 responding to a call on September 21st

FHP Commendation

- FHP Troop K Trooper Christopher Sorvillo submitted this commendation for two of our Road Rangers:

  On 6/15/13 I investigated a vehicle burglary that took place at the Fort Pierce/Port St. Lucie service plaza. The suspects removed multiple items to include luggage from the victims. At around 9:30 PM we received a call from an anonymous caller advising that luggage was seen at the 173 mile marker. I responded to the area, along with another Trooper and we were unable to locate the allegeded property. Road Ranger Edward Webb was monitoring our radio, at the conclusion of his shift and was able to relay this information to Road Ranger Henry Druckenbrod. Road Ranger Druckenbrod, upon beginning his shift promptly located the luggage at the 173 mile marker on June 16. The luggage was out of plain view, down by the canal. Road Ranger Druckenbrod and Road Ranger Webb returned the luggage to our district office located at the Fort Pierce service plaza. Upon review of the luggage it was determined that it was indeed the luggage taken from not only the burglary I investigated, but also another vehicle burglary that had occurred at the plaza. I was able to contact the victims of both burglaries and return the luggage that included not only gifts and clothing, but most importantly passports and ID’s. I wish to commend both Road Ranger Webb and Druckenbrod for the quick and prompt action that they performed in locating and returning stolen property. This commendation was delayed due to the criminal case was active and ongoing. It has since been closed with an arrest.

ROAD RANGER MOT

With a spun-out vehicle in Okeechobee County

Behind a one-vehicle crash in Miami-Dade County

Protecting a disabled motorhome in Osceola County
Road Rangers Using Cold Patch

- Starting January 18th, Road Ranger trucks Romeo 7, 8, 9 and 200 started carrying a bucket of asphalt “cold patch” for emergency repairs of asphalt gouges in Roadway Maintenance Zone 2.

Per the Road Ranger instruction guide, the Road Rangers only apply the cold patch when requested and/or directed by FHP or Roadway Maintenance. TMC Operators do not instruct the Road Rangers to apply cold patch unless the TMC received a request or been directed by FHP or Roadway Maintenance.

In addition, when the Road Rangers applied the temporary cold patch, the Road Rangers were required to immediately inform the TMC. TMC Operators entered the gouge as a property damage event within OMS, assigned it to Roadway Maintenance and added a note that “Road Ranger applied temporary cold patch.”

Guide for Repairing Gouges in Roadway

Only when it is an EMERGENCY REQUEST from FHP, Roadway Maintenance, or TMC

1. Clean debris and water from gouge
2. Fill gouge with cold patch
3. Compact using the tamper
4. Return unused material to Roadway Maintenance (Mike Fouche) or Road Ranger Supervisor (Ian Ramjas) and they will issue you a new bucket.

Immediately following each application, the Road Ranger contacts the TMC with the exact location and advises that the temporary patch repair was made. This is imperative so that the property damage and repair are documented and Roadway Maintenance can conduct the needed inspection and follow-up.

Customer Comments

With each service call, our customers are handed a brochure which contains information about the service State Farm sponsors, road safety tips and a comment card that the customer can fill out and return to give their feedback on the service they received. The comments are nearly 100% positive and examples are:

- ...very courteous service - above and beyond
- The service was amazing...this was a lifesaver. Courteous and friendly service
- I appreciate the speed in the assistance. I called and they came immediately

Road Ranger MOT

Romeo 3 IRT truck providing MOT for a major closure in Broward County

Romeo 11 Wrecker providing MOT behind a crash in Orange County
Outstanding Performance

- Ian Ramjas, Road Ranger Supervisor, was commended by Mike Washburn, Turnpike Incident Management Program Manager, for his actions during a traffic incident in January, 2013:

“\[I\] would like to commend Road Ranger Supervisor Ian Ramjas for his efforts this morning at MP 75 NB Tractor Trailer crash.

The tractor trailer came to a stop upright blocking the inside lane at approximately 8:05 a.m., during the peak of the morning rush hour for that area. Following the response by FHP and Romeo 7, the left lane was still closed at 8:30 with the NB backup having already built to just north of the Sample Road interchange, close to 6 miles. My understanding is that the tractor trailer driver and FHP trooper told Romeo 7 that the tractor trailer was not able to be moved. Romeo 7 secured the scene as was needed. Ian arrived at approximately 8:40 and immediately inspected the tractor trailer. Ian said that besides a left front flat tire and body damage, the tractor trailer appeared mechanically sound. He told the driver that they needed to attempt to move the tractor trailer, and then coordinated with the FHP Trooper to get approval. Following his request, the tractor trailer driver was able to move the rig to the right shoulder, and all lanes were reopened.

This was completed prior to the arrival of the dispatched wrecker, and finally assisted in relieving the NB congestion delay that had reached Coconut Creek Parkway. SB congestion of nearly 5 miles was also a problem due to rubberneckers.

Please thank Ian for his efforts and commitment to safe, quick clearance of our travel lanes for Turnpike customers. “

Additional Road Ranger Coverage

- To better serve our customers traveling Florida’s Turnpike during the busy New Year’s and BCS Football Championship travel periods, Road Ranger Zones 1, 4, 6, 8, 9, 10 and 12 were started earlier or extended later than their scheduled times to ensure that there was sufficient coverage in the zones without 24-hour coverage. The table below lists the additional coverage hours for each of the periods:

<table>
<thead>
<tr>
<th></th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s</td>
<td>21</td>
</tr>
<tr>
<td>BCS Championship</td>
<td>10</td>
</tr>
<tr>
<td>Homestead Race</td>
<td>30</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>24</td>
</tr>
<tr>
<td>Christmas</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>107</strong></td>
</tr>
</tbody>
</table>

Road Ranger Crash

Patrolling a high-speed roadway such as the Florida’s Turnpike is an intrinsically dangerous job. Our Road Rangers take every step possible to protect themselves and our customers. But at times, no matter what steps are taken, it is not enough.

One such incident occurred on April 20th when Road Ranger 5 was struck from behind at Mile Marker 56 in Broward County. Fortunately, Romeo 5 was not injured in the crash.

Our Road Rangers are constantly reminded of the need for them to drive defensively and to do all they can to avoid a crash. Florida Turnpike Services’ managers develop a “Lessons Learned” from each incident and implement steps to improve operator safety.
Customer Commendations

- Turnpike Management regularly receives letters and emails commending our Road Rangers. Below are excerpts from three such commendations:

  o ...As I exited the toll plaza at Yeehaw junction the vehicle became disabled. Although, it seemed like hours in reality it was only minutes. Mr. James Hamilton arrived and pushed this vehicle through the toll plaza and off to the side of the road. Mr. Hamilton observed me looking into the gas tank and responded back to my location where he provided me with 5 gallons of fuel so that I could make it to the next gas station. Mr. Hamilton was very helpful and extremely professional. I was impressed that Mr. Hamilton took the time to make sure the vehicle started and I was on my way.

  o I just wanted to let you know that your employee Chris Hogan really saved us last Sunday night when we were driving home from the Keys. He was awesome.....very friendly and most of all very helpful! He had a GREAT attitude and you could tell that he really had an interest in helping people that needed it. He is a real asset to your company and I wish that there were more people that took such pride in their jobs. He deserves to be commended for a job well done!!

  o The Road Ranger demonstrated such compassion and assured me he would be with me during the entire situation really gave me such comfort. Team members with integrity, humility and dignity along with a strong work ethic should be commended for their efforts. Please pass on my sincere thanks and gratitude for assisting me.

  o The Florida State Farm safety program and I believe the name of the individual who helped me was Chris Hogan, are too good to be true. A few months ago I was driving on the Florida Turnpike near Palm Beach when my tire just blew apart. I started to call AAA but just as I was getting ready to speak with one of their reps a safety truck pulled up behind me. I mentioned this to the AAA dispatch person who told me I was in great hands and not to worry about anything. In 15 minutes time he inflated my spare, replaced the tire, and I was on my way.

  o I am writing this email to express my sincere appreciation for and satisfaction with the services provided by Jimmy Stanford. Mr. Stanford was extremely efficient, polite, and even humorous - which was necessary at the time because my tire blew out and I had never experienced anything like that before. He was able to keep me calm, to replace my tire and to have me back on the road in less than 15 minutes.

New IRT Truck Messaging

On Saturday, November 4, 2013, a crash occurred southbound on the Turnpike approaching Exit 254. As is the norm, a queue developed behind the crash. Road Ranger Romeo 10 was dispatched to the scene in the new IRT truck. Once on scene, Romeo 10 activated his onboard message board alerting motorists of the upcoming crash. Between the time of the crash and Romeo 10’s arrival, there were four secondary crashes. After Romeo 10’s arrival, the secondary crashes stopped.
Community Outreach

- The Turnpike’s Road Ranger program also was successful in continuing community outreach activities by participating in several career days at schools in South Florida, as well as participating in the national “Take Your Children to Work Day” activities at the Turkey Lake Turnpike campus.

Operations Coordination

- The Florida’s Turnpike Traffic Management Center (TMC) is the nerve center for Road Ranger Service Patrol communications and dispatch. TMC Operators are in constant communication with the Road Rangers dispatching calls as they come in from a variety of sources, though primarily from Florida Highway Patrol Troop K Dispatch. The TMC is the eyes and ears of the Road Ranger service patrol, keeping track of all calls and monitoring their exact whereabouts through the SunGuide Automatic Vehicle Locator (AVL) subsystem. Through the use of TMC’s infrastructure of cameras, TMC Operators can relay exact locations of incidents to dispatched Road Rangers.

In 2013, the Turnpike TMC designated an assigned Road Ranger Operator for each peak hour shift to better coordinate and monitor Road Ranger operations. This enhanced coordination allows for more efficient utilization of resources by TMC by closely monitoring Road Ranger locations and proximity to calls as well as providing a single point of contact during peak activity. Monthly meetings between TMC and Road Ranger supervisors and managers helps monitor and document progress and address issues as they arise. Also in 2013, Road Rangers and TMC Operators were given an opportunity to observe operations in the TMC and on the road. This full-day observations helps give each a unique perspective of the day-to-day challenges of operations as a Road Ranger and TMC Operator.

Operator Wrecker Training

With the addition of three new wrecker trucks, operator training on the proper use of these trucks was provided before the trucks were placed in service. The training sessions were conducted by FTS Supervisors and operators experienced in the operation of a wrecker. Training was conducted off-site at FTS shops, and included the proper procedure on up-righting a vehicle and “hooking up” a vehicle to remove it from Turnpike travel lanes.
ROAD RANGER SAFETY PATROL

Annual Road Ranger Survey of Incident Responders

- The Florida Department of Transportation’s Traffic Engineering and Operations Office’s Traffic Incident Management (TIM) Section conducted and released the “Statewide Road Ranger Survey for Incident Responders” for 2013.

The primary goal of this survey is to assess the statewide Road Rangers program from the perspective of the FDOT’s emergency and incident response partners. Law enforcement, fire rescue/EMS, wrecker operators and other responders submitted 384 survey responses for statewide consideration. The survey will assist in highlighting the many areas where Road Rangers excel and other areas that need improvement.

Following the statewide summary, the FDOT TIM section also filtered the survey data to relay information that was specific to the regional districts and Florida’s Turnpike.

More than 130 of the responders relayed their input regarding their specific Turnpike program experience, with the majority of 77 responders being from Fire Rescue. Some of the conclusions were:

- 60 percent cited that their experienced Road Ranger response was less than 15 minutes
- Approximately 94 percent stated that they were satisfied or extremely satisfied with the professionalism, respectfulness, helpfulness and competence of Road Rangers
- 96 percent stated that Road Rangers improved safety and made it easier for them to perform their duties and to resolve incidents
- 90 percent cited that Road Rangers were trained and equipped appropriately, and 89 percent stated that response times by Road Rangers was acceptable

The majority of the open, constructive requests received regarding Florida’s Turnpike’s program stated the need for more Road Rangers and longer coverage hours, and that all Road Ranger vehicles are wreckers instead of pickups. Other constructive criticism included shift change response delays, inability to conduct u-turns on the Turnpike, DAV vehicles being not responded to timely, and follow-up with a vehicle if the disabled vehicle was making other arrangements.

Monthly Operations Review Meetings

- On a monthly basis, Turnpike Incident Management staff and Florida’s Turnpike Services representatives, both management and operations supervision, meet to discuss issues and concerns that arose during the prior month, formulate solutions to any problems identified and develop future courses for service improvement. Typical topics discussed include:
  - Review of current levels of service
  - Upcoming construction and/or special events
  - Proper roadside operation techniques
  - Need for additional service

Romeo 10 IRT exercising Quick Clearance Principles in Osceola County
ROAD RANGER SAFETY PATROL

Road Ranger Comment Cards

- Florida’s Turnpike Road Ranger/State Farm Safety Patrol serviced more than 129,600 total customers in 2013, improving safety by providing 71,000+ motorist assists, 45,100+ debris pickups and working nearly 5,800 crashes. Turnpike mainline customers submitted upwards of 14,400 comment cards citing their appreciation for the assistance. In addition to the Turnpike mainline program, in 2013, Florida’s Turnpike Enterprise also received approximately 3,000 additional comment cards from motorists who received assistance while on the Turnpike’s shared Orlando-Orange County Expressway Authority roadways and on the Veterans Expressway in the Tampa area.

Florida’s Turnpike comment cards received from customers relay very appreciative comments regarding the roadway assistance service received. A majority of customers also provide very direct compliments regarding the individual Road Ranger service patrol operator that worked with them, citing “above and beyond” service and attention to the customers’ safety and well-being. Florida’s Turnpike Road Rangers play an invaluable service to increasing safety on the Turnpike for customers and emergency responders.

Road Ranger Training

- Ongoing training continued to be a safety priority in 2013 for the Road Ranger operators and supervisors alike. With the increased number of tow trucks on patrol, additional operators received specialized classroom and field training in up righting vehicles and other wrecker functions. Operators also received training in TMC Familiarization, CPR and first aid, and participated in joint training with STARR Operators in Traffic Incident Management.

Romeo 12 providing protective MOT for Car Store Towing clearing a crash in Sumter County
RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Program Details

- The innovative RISC heavy-duty towing and recovery program, a major component of the Traffic Incident Management Enhancement program, was developed and implemented in 2004 to reduce the impact of major traffic incidents on Florida’s Turnpike and to help meet Florida’s Open Roads Policy goal to clear the roadway in 90 minutes or less. RISC is an incentive-based program that pays qualified participating tow companies monetary bonuses for meeting quick clearance goals.

To participate in the program, towing and recovery companies must meet equipment and training standards developed to ensure the safe and efficient clearance of major incidents. Recovery contractors are required to respond within 60 minutes to an incident and open the travel lanes within 90 minutes. If the travel lanes are not open within 150 minutes, the contractor may be assessed liquidated damages. The TMC is the official timekeeper of RISC milestones, the primary contact for FHP and the hub of traffic/incident management communications.

Since the program’s inception, there have been 632 activations, operating at a 94 percent success rate in incidents where the vendor was given a notice to proceed and made its contractual clearance time.

RISC Contractor Coverage
RAPID INCIDENT SCENE CLEARANCE (RISC)

2013 RISC Performance

- In 2013, there were 54 RISC activations with a 34.0 minute first wrecker average arrival time, a 51.9 minute average response and 83.3 minute average clearance time. The 2013 success rate for meeting clearance goals for all incidents with NTP was 87 percent.

The number of activations in 2013, 54, remained below the program average of 63, but continues the steady increase of events over the last four years (a 24% increase over 2010).
2013 RISC Performance (continued)

- Activation, Arrival, Notice to Proceed, Clearance and Total Incident times were all higher than 2012 and greater than average from program inception.

- Five incidents had activation times more than 60 minutes, including #2 (108 minutes) which involved a fatal heart attack and #12 (100 minutes) which involved a late determination of axle damage.

- Two 2013 RISC events occurred in the area with extended allowable response times, helping to add to the increase in average arrival time.

- Six incidents had Notice to Proceed times in excess of 100 minutes, including #13 (220 minutes) which involved multiple vehicles on fire; #32 (142 minutes) which involved a tractor trailer fire and a second overturned tractor trailer and #35 (199 minutes) which involved a tractor trailer fire.

- Seven incidents had clearance times exceeding 90 minutes and these incidents are highlighted on pages 4 through 10, including #3, which involved two tractor trailers that burned or rolled over and had a clearance time of 674 minutes. These complex RISC incidents contributed to the 2013 total average incident time of 195.2 minutes, more than 46 minutes higher than the average since inception.

- Improvements in these areas will be a result of an asserted effort in 2014 to work very closely with the RISC vendors in adhering to the requirements of the RISC program and continued interface with FHP to minimize activation and Notice to Proceed times wherever possible.

A jackknifed tractor trailer being cleared by SIRT on the Turnpike Mainline in Palm Beach County

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RISC Event #3

Location: SB Mainline MP 259
Date/Time: 02/13/13 5:19 a.m.
Description: Tandem-tractor Trailer vs. Vehicle Pulling Trailer
Effect: All Lanes Blocked SB and NB
Completion: All lanes re-opened 8:50 a.m.
Vendor: The Car Store
RAPID INCIDENT SCENE CLEARANCE (RISC)

2013 RISC Performance (continued)

- With some exceptions due to distance traveled to the scene (MM 190 – MM 240), RISC vendors are required to arrive on scene within 45 minutes with the first heavy-duty wrecker and within 60 minutes with the second heavy-duty wrecker and a support truck. In 2013, the RISC vendors met this requirement 85% of the time, a decrease from 94% in 2012.

- The 2013 average arrival time of 51.9 minutes was up 3.5 minutes from 48.4 in 2012 and higher than average since the inception of the program.

<table>
<thead>
<tr>
<th>RISC Vendors</th>
<th>2013 Arrival %</th>
<th>Turnpike Av</th>
<th>85%</th>
</tr>
</thead>
<tbody>
<tr>
<td>American (3/4)</td>
<td>75%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Car Store (6/6)</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Johnson’s (3/4)</td>
<td>75%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J &amp; J (2/3)</td>
<td>67%</td>
<td></td>
<td></td>
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<tr>
<td>Open Roads Recovery (19/23)</td>
<td>83%</td>
<td></td>
<td></td>
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<tr>
<td>Tri-County (5/6)</td>
<td>83%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHT (1/1)</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stepps (4/4)</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Westway (3/3)</td>
<td>100%</td>
<td></td>
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</tr>
</tbody>
</table>

- Kauff’s of Fort Pierce lifting an overturned trailer St. Lucie County
- Johnson’s Wrecker Service Heavy Duty Wreckers clearing a tractor trailer off the guardrail in Orange County

RISC Event # 13
Location: NB Mainline MP 109
Date/Time: 04/12/13 5:59 a.m.
Description: Multi-truck fire
Effect: All NB and SB lanes closed
Completion: Lanes re-opened 12:45 p.m.
Vendor: Open Roads Recovery Team
RAPID INCIDENT SCENE CLEARANCE (RISC)

2013 RISC Performance (continued)

- Once “Notice to Proceed” is given, RISC vendors are required to open all travel lanes to traffic within 90 minutes. In 2013, the RISC vendors met this requirement 87% of the time (with two occurrences of vendors not being used to clear scene).

- Clearance time for opening all lanes ranged from 23 minutes (car carrier losing a tire) to 674 minutes (tractor trailer fire/tractor trailer rollover) and averaged 83.3 minutes, up from 64.7 minutes in 2012. The extended cleanup times of RISC events 5, 8, 9, 22, 32, 35 and 54 alone had an average clearance time of 247 minutes.

RISC Vendors

<table>
<thead>
<tr>
<th>Vendors</th>
<th>2013 Clearance %</th>
<th>Turnpike Av 87%</th>
</tr>
</thead>
<tbody>
<tr>
<td>American</td>
<td>73%</td>
<td>100%</td>
</tr>
<tr>
<td>Car Store</td>
<td>93%</td>
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<td>100%</td>
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<tr>
<td>J &amp; J</td>
<td>67%</td>
<td>88%</td>
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<tr>
<td>Open Roads</td>
<td>88%</td>
<td>83%</td>
</tr>
<tr>
<td>Recovery</td>
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</tr>
<tr>
<td>Tri-County</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>SIRT</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Stepp's</td>
<td>100%</td>
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</tr>
<tr>
<td>Westway</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Aerial view of Tri-County clearing a major RISC event in St. Lucie County

American Towing up-righting an overturned dump truck in Miami-Dade County

RISC Event # 26

Location: NB HEFT
MP 34

Date/Time: 07/09/13
12:14 p.m.

Description: Overturned Tractor Trailer loaded with sand – extensive clean up

Effect: All NB lanes closed

Completion: Lanes re-opened 2:20 p.m.

Vendor: American Towing
2013 RISC Performance (continued)

- To gauge overall vendor performance, we assessed the two incident performance measures over which the vendor has the most control: response and clearance times. Average response times varied from 37.3 minutes for Johnson’s Wrecker Service to 61.1 minutes for Tri-County. Average clearance times ranged from 41.0 minutes for SIRT to 129.28 minutes for Tri-County.

The shortest average response plus clearance time (81 minutes) was achieved by SIRT; the longest (229.4) was achieved by Tri-County.
RAPID INCIDENT SCENE CLEARANCE (RISC)

Stealth Lessons Learned

- Lessons learned determined from STEALTH reports generally reflect the “3 C’s of Traffic Incident Management” - Communication, Coordination and Cooperation. Early and frequent communication among stakeholders is most often cited as one of the highlights of incident actions; it is also cited when communication breaks down with resulting delays.

Each of the 54 RISC events in 2013 were reviewed and analyzed. Steps taken during the events were evaluated for their effectiveness, and specific lessons learned developed from the event. Coordination among responders is exemplified by unified command through Incident Command System (ICS) guidelines. The ICS is one component of the larger National Incident Management System (NIMS) framework. This unified command not only coordinates the efforts of many jurisdictions, but also provides for and assures joint decisions on objectives, strategies, plans, priorities, and public communications.

Examples of Lessons Learned are summarized in the following categories:

- **RISC Activation**
  - Effective recognition by Roadway Maintenance of need for RISC activation once incident was verified.

- **Communication**
  - Initial RISC contractor was unable to respond to incident due to required rotator being out of service. This information delayed activation and response by approximately 10 to 15 minutes.

- **RISC Contractor Activities**
  - RISC contractor worked well with fire rescue during the recovery due to the continued smoldering of truck cargo/load.

- **Incident Command**
  - FHP on-scene command did an exceptional job in routing trapped SB queue traffic into the closed NB lanes and then back to SB lanes south of incident to clear out traffic delays during the incident duration.

- **Scene Management**
  - FHP decision to activate RISC contractors was effective in clearing roadway from debris, but a debris incident without large vehicle recovery should be completed through Roadway Maintenance emergency resources.

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The STEALTH after-incident review process includes determining lessons learned and tying the lessons to process improvements to better event execution. Lessons learned are shared with all Turnpike IM Team members.
SPECIALTY TOWING AND ROADSIDE REPAIR (STARR)

STARR Program Details

- In June 2009, FTE implemented an innovative program to address its customers’ towing and repair needs. Previously, the eight service plazas along the Turnpike handled all towing and vehicle repairs. Under this unique program, the Turnpike is segregated into ten coverage sectors, designated by mile posts with towing and roadside repair contracts awarded to seven area contractors.

The STARR contract is a cost-neutral contract for FTE, and requires the tow contractors to respond with light-duty wreckers to Florida Highway Patrol (FHP) dispatched calls within 30 minutes or less in urban areas, and within 40 minutes in rural areas. These contracts are performance-based, requiring adherence to response times as noted in the contracts and provision of a high level of customer service and safety. Performance is measured and communicated to the contractors on a weekly basis, and each contractor is expected to meet their performance standards. Changes to the contract can be made according to contractors’ ability to meet these standards.

STARR is a key component of Turnpike’s efforts to increase travel time reliability and improve service and safety to our customers. The Towing and Recovery Association of America certifies STARR personnel and they receive training to work safely under high-speed traffic conditions. STARR service wreckers and facilities are inspected to meet STARR specifications, and authorized STARR service vehicles are identified by an FTE decal.

STARR Contracts Awarded

- The last of three one-year renewals expired in June 2013. New contracts were prepared based on the collective experience of the first four years of the program and were advertised for a June 15, 2013, implementation. Note that due to contractual protests, the last of the new contracts was awarded for an October 1, 2013, implementation. Seven different STARR vendors were selected through a competitive Request for Proposal process provide service in the ten defined sectors.

A STARR RFP Mandatory Pre-Proposal Meeting was held on March 19th

Each awarded contract is performance incentivized as a one-year contract with up to three one-year renewals.
**STARR Sectors/Response Times**

- The STARR program provides fee-based light and medium duty towing and minor vehicle repairs on Florida’s Turnpike Mainline, Homestead Extension, Sawgrass Expressway and the FTE-maintained section of the Beachline Expressway.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Milepost</th>
<th>Service Provider</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6b Car Store</td>
<td>25 minute response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6a Johnson’s</td>
<td>MM 267</td>
<td>30 minute response</td>
<td></td>
</tr>
<tr>
<td>5 Johnson’s</td>
<td>MM 229</td>
<td>40 minute response</td>
<td></td>
</tr>
<tr>
<td>4 Kauff’s Fort Pierce</td>
<td>MM 193</td>
<td>30 minute response</td>
<td></td>
</tr>
<tr>
<td>3b Kauff’s Fort Pierce</td>
<td>MM 152</td>
<td>25 minute response</td>
<td></td>
</tr>
<tr>
<td>3a Priority</td>
<td>MM 116</td>
<td>30 minute response</td>
<td></td>
</tr>
<tr>
<td>2b SIRT</td>
<td>MM 75</td>
<td>20 minute response</td>
<td></td>
</tr>
<tr>
<td>2a SIRT</td>
<td>MM 47</td>
<td>25 minute response</td>
<td></td>
</tr>
<tr>
<td>1b Kauff’s Miami</td>
<td>MM 43</td>
<td>25 minute response</td>
<td></td>
</tr>
<tr>
<td>1a Excalibur</td>
<td>MM 23</td>
<td>25 minute response</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MM 0X</td>
<td>25 minute response</td>
<td></td>
</tr>
</tbody>
</table>
SPECIALTY TOWING AND ROADSIDE REPAIR (STARR)

2013 Specialty Towing and Roadside Repair (STARR) Performance

• Since the start of operation on June 15, 2009, the STARR program has averaged a 19-minute, 48-second response time across 32,902 FHP-dispatched calls. During this time, STARR vendors have met their contractual response time on average 88 percent of the time.

For calendar year 2013, STARR vendors responded to 6,659 FHP-dispatched calls. Vendors met the required response timeframes more than 90 percent of the time, with an average response time of 20 minutes, 24 seconds.

FHP Computer Aided Dispatch (CAD) continues to be utilized in computing program performance measures. FHP CAD entries, after a TMC representative review, are the official timekeeping measures for the program, followed by vendor dispatch records and Traffic Management Center (TMC) reporting as secondary information and verification tools.

Of special note are the consistently high on-time arrival percentages achieved by Sector 2a/2b vendor, SIRT (93% for the year); Sector 1a/1b vendor, Excalibur Towing Service (92% for the year), Sector 6b vendor, Johnson’s (92% for the year); and Sector 3b/4 vendor, Kauff’s (96% for last 6 months of the year).
2013 STARR Performance (continued)

- Vendors’ performance was evaluated in the area of improving their contractual response times. All vendors averaged better than their committed contractual arrival times, ranging from Johnson’s (6a) 31 percent to Johnson’s (5) 14 percent.

- Each STARR vendor maintained an average arrival time better than their contractual arrival time throughout the year. The chart below contrasts their contractual arrival time and their average arrival time for 2013:

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>CONTRACTUAL TIME</th>
<th>AVERAGE ARRIVAL TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excalibur</td>
<td>25:00</td>
<td>17:40</td>
</tr>
<tr>
<td>Kauff’s of Miami</td>
<td>25:00</td>
<td>19:49</td>
</tr>
<tr>
<td>SIRT</td>
<td>20:00</td>
<td>15:39</td>
</tr>
<tr>
<td>Westway/Priority</td>
<td>30:00</td>
<td>21:24</td>
</tr>
<tr>
<td>Tri-County</td>
<td>30:00</td>
<td>24:17</td>
</tr>
<tr>
<td>Kauff’s FP (3b)</td>
<td>25:00</td>
<td>21:34</td>
</tr>
<tr>
<td>Kauff’s FP (4)</td>
<td>30:00</td>
<td>20:46</td>
</tr>
<tr>
<td>FTT LLC</td>
<td>40:00</td>
<td>32:08</td>
</tr>
<tr>
<td>Johnson’s (5)</td>
<td>40:00</td>
<td>34:25</td>
</tr>
<tr>
<td>Johnson’s</td>
<td>30:00</td>
<td>20:41</td>
</tr>
<tr>
<td>Car Store</td>
<td>30:00/25:00</td>
<td>23:07</td>
</tr>
</tbody>
</table>

The ongoing Turnpike Service Plaza Impound Lots Reconstruction project has had an effect on the impound lots that were located at each plaza. As a plaza underwent reconstruction, the impound lot was removed. However, by the end of 2013, reconstruction was completed at a number of the plazas and the impound lots have been restored at the Pompano, Canoe Creek, Lake Worth and Turkey Lake plazas.
2013 STARR Performance (continued)

- The Program averaged 547 FHP-dispatched events per month, with the four peak months occurring during the summer travel months of May through August and the three lowest event months were January, February and October.

Customer Brochure/Comment Card

- The brochure was implemented in the first quarter of 2011 with a goal to better familiarize customers with the STARR Program and differentiate it from the free Safety Patrol program. The brochure explains the program and provides informational resources and FTE contacts. It also includes a postage-paid Customer Comment card providing our customers an avenue to give feedback on the program. During 2013, 419 comment cards were received, and all were positive. With a scale of 1 to 5, with 5 being very satisfied, the overwhelming majority of the customers who returned a comment card were very satisfied with their experience with the tow operator and or office. The brochure/comment card continues to be distributed by STARR operators.

<table>
<thead>
<tr>
<th>Company</th>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIRT</td>
<td>205</td>
<td>0</td>
</tr>
<tr>
<td>Westway/Priority</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>Kauff’s FP</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Tri-County</td>
<td>104</td>
<td>0</td>
</tr>
<tr>
<td>FT</td>
<td>72</td>
<td>0</td>
</tr>
<tr>
<td>Johnson’s</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>419</td>
<td>0</td>
</tr>
</tbody>
</table>
STARR Operators continue to receive appropriate training through a combination of tow industry trainers, FTE trainers and vendor in-house trainers. This training provides a high level of roadside assistance and professional towing and recovery services on our high-speed facilities. STARR Operators receive training in:

- Proper vehicle positioning
- Up-righting vehicles
- Emergency light use
- Traffic control devices
- Traffic Incident Management—including quick clearance practices
- Proper loading/securing and axle weight distribution
- Safety procedures for high speed limited access roadways

**Vendor Performance Evaluations**

At the end of the third contract renewal year in June 2013, each vendor’s performance was evaluated through a uniform evaluation that was developed to rate STARR vendors. The evaluation consisted of three parts: Performance and Professionalism, Response Times, and Customer Service. Specialized forms were developed for the evaluation.

The Performance and Professionalism portion of the evaluation is modeled after the standard Contractor Field Performance Report. The ten rated items are specific to the STARR program. Evaluations of each vendor’s performance were conducted by major stakeholders in the plan: FHP District Captain and the Regional Communications Manager; for FTE, the TMC manager, the Roadway Zone Manager, and the STARR Administrative and Operations Managers. Where applicable, the rater utilized input from staff that works with the vendors on a regular basis. Scores for each vendor were combined to determine a score for Performance and Professionalism.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Vendor</th>
<th>2013 Score</th>
<th>2012 Score</th>
<th>2011 Score</th>
<th>2010 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a, 1b</td>
<td>Excalibur</td>
<td>96.9</td>
<td>95.6</td>
<td>93.4</td>
<td>91.5</td>
</tr>
<tr>
<td>2a, 2b</td>
<td>SIRT</td>
<td>95.9</td>
<td>95.5</td>
<td>93.3</td>
<td>89.7</td>
</tr>
<tr>
<td>3a</td>
<td>Westway</td>
<td>94.5</td>
<td>94.5</td>
<td>81.2</td>
<td>75.9</td>
</tr>
<tr>
<td>3b, 4</td>
<td>Tri-County</td>
<td>89.0</td>
<td>91.8</td>
<td>88.8</td>
<td>77.1</td>
</tr>
<tr>
<td>5</td>
<td>FTT, LLC</td>
<td>86.2</td>
<td>86.3</td>
<td>86.8</td>
<td>81.8</td>
</tr>
<tr>
<td>6a</td>
<td>Johnson’s</td>
<td>96.3</td>
<td>96.3</td>
<td>95.0</td>
<td>94.9</td>
</tr>
<tr>
<td>6b</td>
<td>Car Store</td>
<td>87.5</td>
<td>84.8</td>
<td>83.8</td>
<td>80.5</td>
</tr>
<tr>
<td></td>
<td><strong>Program Average</strong></td>
<td><strong>92.3</strong></td>
<td><strong>92.1</strong></td>
<td><strong>88.9</strong></td>
<td><strong>84.6</strong></td>
</tr>
</tbody>
</table>

Response Times are scored using the percentage of on-time responses for the evaluation period. Customer service is evaluated through the use of the Service Performance Comment Forms, with complaints subtracting from the total and positive comments adding to it. Scores for the three parts are combined to determine an overall rating for each vendor.

This was the fourth performance evaluation conducted, with the first occurring in June 2010. Continued progress is seen in the scores of each vendor over the four-year period (Table 6), with the average overall score of the vendors increasing from 84.6 in 2010 to 92.3 in 2013. This is another example of the consistent improvement achieved from constant oversight of the program.
Stakeholder Relations (Service Performance Comment Cards)

- The Service Performance Comment form is utilized to document both exceptional performance (such as outstanding customer service, rapid response times and safe, quick clearance) and sub-standard performance (e.g., poor customer service, slow response or other inappropriate actions) by a STARR vendor. Each Comment Form received is initially reviewed by Turnpike staff, and then forwarded to the vendor with a 48 hour response time. The response is then reviewed with the vendor to determine if appropriate action was taken. The form can be used by TMC, FHP, Safety Patrol, Roadway Maintenance staff and others and is utilized as a measure of the STARR Vendor’s performance.

The 2013 statistics for the Service Performance Comment Cards show that the STARR program continues to be well received by FTE stakeholders. There were only 7 complaint Service Performance Comment Forms received for 6569 events, a rate of only one complaint for every 938 calls (0.11 percent). In general, the complaints concerned operational questions related to dispatch of trucks, response time and on-scene operation. It should be noted that only one customer complaint was received and it continues to be a positive factor that the number of complaints received in 2013 was consistent with the number received in 2012.

In addition, 8 commendation Service Comment Forms were received during 2013, 53 percent of the total number of comments received.

<table>
<thead>
<tr>
<th>2013</th>
<th>Customer Complaint</th>
<th>Dispatch</th>
<th>Response Time</th>
<th>Price</th>
<th>Operational Issue</th>
<th>Commendation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excalibur</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Kauff’s Miami</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SIRT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Westway/Priority</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Tri-County</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Kauff’s</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>FTT LLC</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Car Store</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Johnson’s</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>8</td>
<td>15</td>
</tr>
</tbody>
</table>

TRAA Certification

All STARR operators are required to be fully trained in professional towing and recovery services and obtain a Level 1 Light Duty Towing and Recovery certification from the Towing and Recovery Association of America (TRAA) within six months of service.

TRAA Testing Session at Emerald Towing

The certification includes a one-hour exam administered by a TRAA proctor to oversee the exams. For the FTE Program, John Sparks, FTE Incident Management Specialist serves as the proctor. This continues to improve the certification process as exams can now be scheduled with much more flexibility. During 2013, thirteen new STARR operators received their TRAA certificate.