FLORIDA’S TURNPIKE ENTERPRISE
January 1, 2016
Incident Management Team
2015 INCIDENT MANAGEMENT REPORT

Incident Management Programs

- Traffic Incident Management Initiatives/Outreach............Pages 4 – 37
  Florida’s Turnpike Traffic Operations Team’s efforts to improve incident safety, scene management and quick clearance milestones through continued training, awareness, outreach and partnerships

- Traffic Management Center (TMC)............................Pages 38 – 55
  Florida Turnpike’s 24/7 Operations and Communications Center, monitoring 460 center-line miles of roadway utilizing more than 2100 Intelligent Traffic Systems devices

- Road Ranger Safety Patrol.................................Pages 56 – 70
  A free 24/7 FDOT program, providing over 82,000 annual hours of motorist assistance and incident management services on all Turnpike-operated roadways

- Rapid Incident Scene Clearance (RISC)....................Pages 71 – 78
  The state-wide large vehicle recovery and response program, originally developed and implemented by Florida’s Turnpike in 2004 to clear road-closing incidents in 90 minutes or less.
  For more detailed information, please see the 2015 RISC Annual Report

- Specialty Towing and Roadside Repair (STARR).........Pages 79 – 87
  Florida’s Turnpike light-duty wrecker program responds to FHP-dispatched calls within a timeframe of 20 to 45 minutes for vehicle towing or minor repairs
  For more detailed information, please see the 2015 STARR Annual Report
On Wednesday, March 25, 2015, Pompano TMC Lead Operator Christian Gueldner’s long battle with cancer ended. Chris had been in and out of work due to his illness over the prior two years and was always eager to return to work in the TMC. His positive and determined attitude as well as his approach to life during his illness was inspirational to all and he is missed. He left a lasting and positive impression on and touched many Turnpike staff members beyond his coworkers in the TMC.

In Chris’ memory, the “Christian Gueldner TMC Pride Award” was added to the TMC Recognition Program in May. The award recognizes staff who exemplify the qualities of leading the TMC through determination and unyielding work ethic. Unlike the other TMC recognition program awards, this honor is not awarded monthly, but only when the actions of a deserving team member merits the award.

On Tuesday, Sept. 15, 2015, the Florida’s Turnpike Incident Management Team lost a second member of our IM team in a tragic crash in Miami-Dade County. State Farm Safety Patrol Road Ranger Andres Garcia was assisting the Florida Highway Patrol on scene of an initial incident when Andres was struck and killed by another vehicle.

Andres was a ten-year veteran with Florida Turnpike Services (FTS). He was well liked by the Turnpike customers he assisted and respected for his work ethics by both his peers and Florida Highway Patrol troopers. “Nice guy, he was always willing to help the trooper…in fact, he was one of the most senior rangers on the roadway” said FHP trooper Joe Sanchez.

This report is dedicated to both Chris and Andres for the years of steadfast service they gave to the Turnpike Incident Management efforts.
Florida’s Turnpike Traffic Incident Management Team Leaders

John Easterling
District Traffic Operations Engineer

Eric Gordin
Assistant Traffic Operations Engineer

Mike Washburn
Incident Management Program Manager

Jim Hilbert
TMC Program Manager

Kelly Kinney
TMC Team Manager

Alex Mirones
TMC Operations Manager

John Sparks
Incident Management Specialist

Ralph Etienne
Incident Management Specialist
TRAFFIC

INCIDENT

MANAGEMENT

INITIATIVES/OUTREACH
TIM Initiatives/Outreach Details

2015 was a year that made the Florida’s Turnpike Transportation Operations and Traffic Incident Management Team to pause and reflect on the very real dangers of the job, and the extreme importance of personal safety and health. The loss of two Team Members such as Road Ranger Andres Garcia and Traffic Management Center Lead Operator Christian Gueldner leaves a hollow void that peers and friends will remember, and strive to learn from, but will never fill.

The Turnpike IM Team share ideas and plans at Quarterly TIM Meetings

Safety of staff and responder partners, as well as safety awareness outreach to our public motorists, were goals of the past year and will remain for the coming year. Public Safety Announcement (PSA) support by the TMC with creative themed safety messaging on dynamic message signs and advisory radios, teamed with numerous training sessions were continued efforts throughout 2015. Move Over for Emergency Responders, Put It Down! Distracted Driving and Don’t Drink & Drive PSAs were steadily featured on traveler information devices.

Florida Highway Patrol (FHP), Road Rangers and specialty tow partners worked together to complete Strategic Highway Research Plan 2 (SHRP 2) training sessions as well as targeted Turnpike Incident Management training that focused on on-scene responder safety and roadway clearance.

FHP Troop K remained committed to Florida’s Turnpike Transportation Operations, partnering in communication improvements such as toll suspension, severe weather and wrong-way driving initiatives and protocols as well as potential traffic homicide investigation (THI) improvements. In October, Troop K and Florida’s Turnpike welcomed Major Joe Lopez back to the Turnpike as FHP Troop K commander. Major Lopez had worked with Turnpike Incident Management Team as an assigned District Captain in 2013.

The Turnpike’s TMC worked more than 141,000 incidents and traffic events during the year, as well undertaking new priority initiatives. Initiatives such as the wrong-way driving pilot program monitoring and communication, and the roadway weather information system (RWIS) monitoring continue to build the TMC’s responsibilities and operations value.
Florida’s Turnpike State Farm Safety Patrol Road Rangers continued their trend of increased assists to Turnpike customers. Turnpike Road Rangers provided more than 150,000 customer calls with minor repairs throughout the year, in addition to working as an emergency responder on 6,639 crashes and 46,346 hazardous debris calls. Enhancements to the Road Ranger program was also achieved with several increased patrol hours or zone adjustments as well as numerous vehicle replacement or upgrade to wrecker-capable vehicles.

The Turnpike’s Specialty Towing & Roadside Repair (STARR) towing partners throughout the Turnpike System responded to 7,249 FHP Dispatch calls for service in 2015. STARR contractors all showed improvement during annual evaluations, and have demonstrated commitment to Safe, Quick Clearance best practices and initiatives. Several tow partner operators earned Responder of the Quarter recognition from their peers or FHP troopers.

Florida’s Turnpike Incident Management Team: Working Together for Improved Safety, Clearance and Communications
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

As has continued since 2008, the number of Rapid Incident Scene Clearance (RISC) activations for large vehicle crashes increased over the year before. In 2015, RISC contractors were called to 70 large vehicle crash scenes, five more activations than 2014. Incentivized bonuses, ranging from $600 to $3,500 were paid on 63 of the 70 events (90%).

While still not equal to RISC program averages, 2015 was a good year. Total times were the best in the last 4 years, 5.5 minutes above program average. Both activation times and 60-minute arrival times were better than program average. Roadway Maintenance Zone 3 (mile post 200 – 307) performed best, with 26 events and an average RISC event time of 135.1 minutes. Not coincidentally, Car Store and Johnson’s, located in Zone 3, were the best-performing vendors for combined arrival and clearance times.

The RISC clearance times increased three minutes, from 57 minutes in 2014 to 60 minutes in 2015. Debriefing the complex recoveries and providing best practices and lessons learned from each of these recoveries is vital to the goals of continued improvement.

Overall Turnpike roadway clearance times remained steady, with only a small increase from 47.9 minutes in 2014 to 48.3 minutes in 2015. These roadway clearance averages include any verified lane-blocking event, until all travel lanes are re-opened and returned to Turnpike customers. Improvement in overall roadway clearance times is only possible through strong committed relationships and partnerships.
Tandem Truck Parking Lot Towing Enforcement

- In early January, Turnpike Operations management worked with the Florida Highway Patrol to have STARR vendor SIRT authorized by contract to patrol the Golden Glades Tandem Truck parking lot to report illegally parked vehicles in the lot. After receiving authorization and a case number from FHP, SIRT tows the vehicles from the lot to their storage facility. This program was initiated to combat the problem of the illegally parked vehicles taking space away from permitted tandem trucks.

Tow Zone signs were posted at the entrance to the parking lot, as well as a Variable Message Sign to alert those using the lot illegally that their vehicle will be towed.

Monthly Safety Reminders

- Continuing through 2015, monthly Safety Alerts were distributed by the Turnpike Incident Management Team to Turnpike Road Rangers, STARR operators, Roadway Maintenance field reps and other responders. Developed in 2011, the program relays the message that safety is the Turnpike’s constant and primary concern. The Safety Alerts complement our regular training classes and serve as reminders for our first responders to protect themselves and remain safe at all times.

Each of the monthly reminders will be seen throughout this section of the report.
Turnpike Operations Safety Meeting Presentation

- Turnpike Traffic Operations hosted the quarterly Operations Safety Meeting at the Pompano Operations Center on Tuesday, March 10, 2015. Safety topics presented and discussed with the more than 60 operations staff members included Work Zone Safety Awareness, Distracted Driving, Stranded Vehicle preparations, Roadway Shoulder safety and low visibility driving. In depth presentations by Ryan Brown, Senior Traffic Engineer, and Alex Mirones, included the Wrong Way Driving Pilot Program and the Waze Social Media application, the crowd-sourcing travel information program.

The hour-long meeting was closed out by Tamarac Fire Department guest speakers who provided instructions on personal home fire safety and fire extinguisher safety. Actual fire extinguisher use was demonstrated by the fire department and more than 20 Turnpike staffers practiced and experienced hands-on extinguisher use.

Chief Sayles,

On behalf of Florida’s Turnpike Operations, I would like to thank Tamarac Fire Rescue for its continued partnership with our Operations staff. Tamarac Fire Rescue was well represented last Tuesday, specifically by Paul Kelly and Van Schoen who provided more than 60 of our staff with Home Fire Safety and Fire Extinguisher training and hands-on demonstrations.

Paul and Van’s time and expertise are greatly appreciated and provide great value to our personnel education in this area. Thank you again for your time and commitment to all the partnership activities in which we are involved. We look forward to working together on future safety initiatives.

As always, please let me know if we can assist you in any way.

John

John Easterling’s Thank You note to Chief Sayles of Tamarac Fire Rescue
Post-Incident Review Briefing

Face-to-face debriefings of major incidents by the responders involved is a vital ingredient of an effective Incident Management program. Debriefings of complex recoveries or incidents allow for valuable lessons learned to become known, and for the responders to build on their professional relationships and base of experience and knowledge prior to the next major incident.

With these goals in mind, Florida’s Turnpike Incident Management coordinated a February 11th debriefing at Turkey Lake Operations to discuss Turnpike 2015 RISC Event #08 which occurred on February 2, 2015, at MP 274 Northbound. The crash involved a fully loaded tractor trailer that jack-knifed into the median and became entangled on top of the median guardrail. In attendance at the debriefing were Florida Highway Patrol, Roadway Maintenance Asset Maintenance ICA, RISC contractor Johnson’s Towing, Car Store Towing and Turnpike TMC Operations. Discussion centered on response, incident management scene coordination, vehicle recovery and removal. Mitigation of a small saddle-tank diesel spill was also addressed.

Some of the significant lessons learned from the debriefing included:

- FHP was effective in providing details of the crash to the responding contractor that the tractor trailer had a diesel spill from saddle tanks. This information resulted in timely dispatch and work by the Hazmat contractor on scene, expediting clearance efforts.
- Response to scene by a customer-requested tow company should be quickly made clear to on-scene unified command so that unified command can provide direction and decision-making as to which tow company needs to begin work and which tow company needs to clear the scene. Multiple and unnecessary responders and vehicles on scene create confusion and add to motorist distraction and traffic flow issues.
- Northbound incident occurred just north of a bridge overpass creating spacing problems for arriving responders and ultimately Maintenance of Traffic setup. Two responding pickup vehicles from Roadway Maintenance representative ICA, parked behind MOT arrow board, potentially impacting motorists’ view of arrow board. ICA did deploy a second arrow board on shoulder south of bridge to attempt to direct motorists to right lane prior to bridge – this did assist in scene safety. MOT review should be completed every 15 minutes to determine if MOT improvements are needed and can be completed.
- RISC contractor had a very good response time to the scene and utilized Turnpike CCTV video to view incident scene and determine recovery needs.
- Roadway Maintenance Asset Manager ICA worked immediately to secure guardrail property damage and planned damage repair and secondary spill mitigation.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Wrong-Way Driving Pilot Featured in FDOT Newsletter

- The lead article in the February 2015 edition of the FDOT SunGuide Disseminator, http://www.dot.state.fl.us/trafficoperations/Newsletters/2015/2015-Feb.pdf, was written by John Easterling and Eric Gordin and highlighted the progress of the Turnpike Wrong-Way Driving Pilot and the promise the program shows for the future.
Enhancing Open Road Policy – Live Equipment Demonstration

- The Central Florida Expressway Authority (CFX), FDOT District 5, Florida’s Turnpike and Metro Plan Orlando joined together in an effort to enhance the FDOT Open Roads policy by offering to provide law enforcement additional resources that will aid in achieving more efficient road clearance times at traffic homicide incidents. CFX led the effort and coordinated as needed with the necessary stakeholders that play a key role in the selection and/or procurement of scanning technology and surveyor equipment for the Florida Highway Patrol and Orlando Police Department.

Prior to purchasing any equipment, the Regional Partners conducted two product demonstrations for stakeholders to ensure product capabilities meet the functional needs of the law enforcement agency. Product demonstrations on staged incident scenes were held in April outside of the Orange County Emergency Operations Center in Orlando.

US 27 I-75 Smoke Fog Task Force

- The US 27/I-75 Task Force was created in cooperation with the Florida Highway Patrol (FHP) and other partner agencies to develop an operations plan to improve communications among all agencies during dangerous fog and smoke conditions. The plan provides for pre-defined standard operating procedures that clearly outline the roles and responsibilities of incident management and traveler information agencies.

Participants of this task force include Florida’s Turnpike, FHP Troops K and L, Florida Forest Service, Lake Worth Regional Communications Center, FDOT Districts One and Four and Asset Maintenance contractors Jorgensen and DBI.
**Incident Management Vehicle Inspections**

Throughout 2015, Ralph Etienne continued his vehicle and operator inspections at Incident Management contractors, with a total of 393 vehicles inspected.

Road Ranger vehicles were inspected monthly; STARR and RISC vehicles underwent inspections twice a year. Vehicle condition, equipment status and operator safety apparel were reviewed in each inspection.

Each IM vendor is responsible for the maintenance of all the equipment on their vehicles, and these inspections ensure that they are properly equipped. A specific inspection form is used as per the vehicle type being reviewed. (See Attachment A, page 37)

During the inspections, the most prevalent problem found was a lack of oil dry and flares.

**Turnpike Incident Video**

Turnpike First Responders continued to utilize video from the FTE traffic cameras in 2015. [www.tpktraffic.com](http://www.tpktraffic.com) is the website developed by Turnpike Traffic Operations. The site provides access to limited streaming video and 10-second refreshed snapshots of all Turnpike System roadways.

The website was accessed 335,681 times during the year to monitor and assess a situation immediately, and provide visual information to dispatchers to maximize appropriate response to Turnpike incidents.
Joint Incident Management Training Sessions

- Throughout 2015, the Turnpike Incident Management Team hosted four Continuing Incident Management and Scene Safety Training sessions for Road Ranger Safety Service Patrol, Specialty Towing and Roadside Repair Services (STARR) and TMC personnel.

Training topics included Florida’s Open Roads Policy, traffic incident management and quick clearance best practices and expedited vehicle removal as well as customer service. In attendance were TMC Operators and Managers, Specialty Towing and Roadside Repair Services (STARR) personnel and Road Ranger Safety Service Patrol Operators and Supervisors. The three hour sessions, held at Turkey Lake, Pompano and Lake Worth included both classroom and field work. A total of twenty nine Turnpike IM Team members attended the training sessions.

“Toll Suspension”/Expedited Traffic Flow Procedure

- In an effort to streamline and make FHP toll suspension requests more efficient and timely, Traffic Operations coordinated with FHP and Tolling Operations to update the communication process and standard operating procedure.

Effective June 1, the TMC received requests directly from FHP for “Expedited Traffic Flow” (formerly referred to as “Toll Suspension”) at tolling locations when safety concerns were present. FHP’s intent was to increase safety and traffic flow through a location to reduce congestion and queued traffic. The tolling location stopped any toll operations activities that hindered traffic flow. The customers traveling through that tolling location may still have been charged a toll, depending on their method of toll collection. These requests were most commonly made during incidents involving traffic detours or during times of very heavy holiday traffic.

All requests for “Expedited Traffic Flow” are relayed from the Florida Highway Patrol dispatch center to the Traffic Management Center. The TMC made the immediate determination of which system that tolling location is part of and contacted the toll plaza to clarify toll operations adjustments or actual cash toll suspensions.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

STARR vendor Emerald Transportation’s owner Jim Jennings continued his efforts to raise awareness of and funding to help promote the importance of the Move Over Law by hosting the Third Annual Move Over Law golf tournament.

Golf Chairs:
Jeanise Barbe
561.865.4054
Jeanise@emeraldtowing.com

Alyson Kaplan
954.775.3502
Alyson.Kaplan@yahoo.com

The Golf Committee are Employees and Friends of Emerald Towing. Please support their efforts in support of our fallen heroes.

Golf Tournament Coordinator:
Linda Brown – 954.288.7201
Lindabrownevents@aol.com

All $100 registration fees are tax deductible for the amount of $28. Estimated cost for the tournament is $72 per golfer.

T-Sign sponsors are $35 tax deductible.

SATURDAY, MAY 9, 2015
SHOTGUN START
1:30PM

STARR vendor Emerald Transportation’s owner Jim Jennings continued his efforts to raise awareness of and funding to help promote the importance of the Move Over Law by hosting the Third Annual Move Over Law golf tournament.

Traffic Incident Management Safety Alert
March 2015

Flagger and Spotter Guidance
When providing positive traffic control at an incident scene:
• Make eye contact
• Use clear and distinct hand signals
• Stand on the shoulder or in the closed lane sufficiently in advance of other responders to warn of approaching danger
• Stand away from other responders, vehicles, or equipment

When resources permit, a traffic spotter should be utilized to monitor traffic and, if available, activate an emergency signal to warn other responders of an approaching danger.

Traffic Incident Management Safety Alert
April 2015

Distracted Responders are a Hazard
• Keep your hands on the wheel and your eyes on the road at all times.
• Minimize radio use while driving.
• Let incoming cell calls go to voicemail and return them after you have stopped driving.
• Even hands-free devices slow your reaction time.
• Pull over in a safe place to use hand-held cell phone, text or computer.
• Minimize time on shoulder for both your safety and to avoid having motorists to unnecessarily “Move Over.”
2015 Turnpike Incident Management Team (TIM) Meetings

- Florida’s Turnpike hosted eight TIM meetings with 197 attendees at the Pompano and Turkey Lake campuses.

The topics discussed in these meetings included Responder of the Quarter Awards, TIM Performance Measures, post-incident debriefings, FDOT RISC and Road Ranger Annual Reports, developing common TIM goals, weather and wild fire preparedness, along with a general sharing of ideas and experiences.

Presentations are an intergal part of Turnpike TIM meetings

Turnpike Incident Management staff attended 44 TIM meetings held throughout 2015 by our TIM partners:

- Broward County
- Tri-County (D5)
- Lake County EOC
- US 27/I-75 Smoke/Fog Task Force
- Pinellas County
- Treasure Coast
- Hillsborough
- Polk County
- Lake/Sumter Counties
- Monroe County
- Treasure Coast Smoke/Fog Task Force
2015 Turnpike Incident Management Team (TIM) Meetings (cont.)
Turnpike presentations at these meetings included reports on Annual Roadway Clearance Duration, Road Ranger, STARR and RISC performance statistics and the Turnpike Wrong-Way Driving Countermeasures Pilot program.

Turnpike IM Team Members Presenting at Partner TIM meetings

Ralph Etienne discusses Road Ranger response and protocol with FDOT District 4 Severe Incident Response Vehicle (SIRV) Manager Tom Dixon at the Broward Regional TIM Team meeting May 6th. Also pictured are Chuck McGinness and Fiorella Alvarez, Public Information Officers for FDOT District 4 and the I-75 Express, respectively.
**TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH**

**Turnpike Wrong-Way Pilot’s Television Coverage**

- During the week of April 6th, the ongoing Turnpike Wrong-Way Driver pilot program on both the Sawgrass Expressway and the HEFT received favorable coverage on local newscasts in the South Florida area. Details and preliminary results of the program were explained, with video coverage of a number of the installation sites.

![Image of news coverage](image1.jpg)

**Report Summary:**
The Department of Transportation has installed wrong-way signs at 15 off ramps along Florida’s Turnpike and the Sawgrass Expressway. The signs have LED lights and cameras attached to them and activate when a vehicle is detected traveling in the wrong direction.

![Image of news coverage](image2.jpg)

**Report Summary:**
Signs along the Turnpike and Sawgrass Expressway, which are part of a new alert system to stop wrong-way drivers are already saving lives, according to officials.

![Image of traffic](image3.jpg)

Customers line the shoulder of the closed Turnpike to watch President Obama’s motorcade pass by in March.
Service Plaza Information Displays

✈️ There are currently active information displays in Pompano Beach, Fort Drum, Canoe Creek, Lake Worth and Turkey Lake (future displays will be provided in the near future at Fort Pierce and Okahumpka Service Plazas once plaza renovations are complete.) Included in these displays are live streaming video from the www.TPKTraffic.com web site, a weather radar map, and additional traffic information Power Point presentations provided by Traffic Operations. Below are the slides from a typical Power Point display.
Traffic Incident Management Initiatives/Outreach

Turnpike IM Program/Annual Reports Acknowledged in National TIM Network Newsletter “The Responder”

❖ For the third consecutive year, in its April 2015 edition, the TIM Network Liaison again recognized the Turnpike’s IM Programs and our annual reports. Stating that “The year 2014 was one of change, growth and continued improvement for Florida’s Turnpike and its Incident Management Program. The Turnpike’s Incident Management Teams were involved in numerous initiatives, efforts and tasks that contribute to the goals of safe, quick clearance for our customers, safety of our responders and improved interagency communication and coordination.”

The 2014 Turnpike Incident Management, STARR and RISC reports are posted on the Document Archives page of the TIM Network website and again are referred to as providing a wealth of very valuable information about the Turnpike IM program.
**Hurricane Season Preparation Meeting**

Doug Prager and Mary Lou Veroline of the Turnpike Emergency Management Team hosted Turnpike Incident Management First Responders, including STARR/ RISC vendors and Road Ranger managers at a joint Pompano, Turkey Lake and West Coast video-conference meeting on June 17 regarding Turnpike preparations for the 2015 Hurricane Season.

The Emergency Management presentation outlined what the Turnpike will do in the event of a weather or other natural disaster as well as Turnpike expectations of its first responders.

Topics discussed included:

- **DAV/crash vehicle drop locations** – Where vehicles would be removed to assuming service plaza impound lots are filled. – Tandem Lots, AET mainline plaza locations, ramp locations
- **Passenger transportation and relocation** - Where to transport stranded motorists following DAV or crash. Making Sure FHP is on board with wrecker limitations, clarification of FHP expectations.
- **Adjusting RISC rotation during storm mobilization** – Mobilized STARR vendors may not be able to respond to a RISC activation
- **FHP agreement and understanding on travel lane clearance during emergency operations** – “Keep Traffic Moving” mantra supersedes typical recovery protocols, etc.
- **FHP’s access and communication redundancy during emergency mobilization** – Citing LW Dispatch phone delays and communication
- **Toll 589 corridor mobilization** will need to include Troop C Dispatch coordination for FHP Troopers on corridor
- **Alpha/Bravo 12-hour shifts** can only be maintained by STARR vendors and Road Rangers for approximately 36 to 48 hours.
- **Use of subs by STARR vendors to mobilize needed hurricane support wreckers** – Equipment, truck and driver inspection needs
IBTTA and ITS America Conferences

During the month of June, Florida’s Turnpike Enterprise (FTE) managers had the privilege of representing the Florida Department of Transportation (FDOT) at two high profile international industry conferences, formally presenting FDOT and Turnpike operational practices, and sharing and learning about industry best practices.

John Easterling, along with Mike Washburn and several Transportation Operations personnel, attended the International Bridge, Tunnel and Turnpike Association (IBTTA) Maintenance and Roadway Operations conference June 1 through June 3 in Oklahoma City. Easterling presented on Florida’s Turnpike Operations initiatives at two sessions of the conference, covering the Turnpike’s deployment of roadway weather information systems (RWIS) and the FDOT TMC’s use and interaction with social media, namely the Waze group-sourcing application.

John was a panel presenter at two sessions; “Using Social Media/New Media” and “Weather Information You Can Use.” He was joined by representatives from the Pennsylvania Turnpike and from City of Wichita Public Works for the social media discussion, and by representatives from Illinois, Colorado and Pennsylvania for weather information session. A question and answer session was part of each session following formal presentations.

Turnpike representatives were able to network and learn from more than 100 other maintenance and operations practitioners from around the country and the world.

In concert with the high level of exposure at the IBTTA Conference,

Ryan Brown, a Senior Traffic Engineering Manager at the Turnpike also presented at the Intelligent Transportation Society of America (ITS America) 2015 Annual Meeting in Pittsburgh, PA held from May 31st through June 3rd.

The conference was the 25th Anniversary of the founding of ITS America, and attended by hundreds of ITS and Engineering professionals from throughout the country. FDOT and FTE took center stage for its presentation on their wrong way driving detection and notification system. In a packed presentation session focusing on “Collision and Wrong Way Warning Systems” and accompanied by representatives from Minnesota, the Central Florida Expressway, and National ITS Leaders, Florida’s Turnpike Enterprise and the pilot programs from FDOT dominated the question and answer session, with a focus on the local and national importance of stopping the wrong way driving epidemic.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Roadway Weather Information System (RWIS) Installations

During the first half of 2015, twelve (12) RWIS stations were installed along the Turnpike Mainline between Mile Posts 208 and 242. The new weather stations were installed at existing Closed Circuit TV locations in this rural area where heavy fog and extreme weather conditions are experienced by Turnpike drivers.

Each station has the capability to send email alerts to the TMC should there be reduced visibility, precipitation or high winds in the area.

A second contract was let in May and will add 12 additional installations between Mile Posts 166 and 208, for a total of 24 sites along a 76-mile stretch of rural area.
Traffic Incident Management Initiatives/Outreach

Turnpike Employee Safety Meetings

- Workplace Security and Hurricane Safety summits were held July 9th and 10th at Pompano Operations and Turkey Lake Headquarters respectively for all Turnpike personnel. Paul Wai, Turnpike Director of Transportation Operations, and Mike Werner, Team Turnpike Program Director, informed employees of workplace security measures in place as well as introducing Florida Highway Patrol Captain Earl Brown to address “active shooter” training and awareness. Werner also informed employees that the Turnpike Traffic Management Center (TMC) will have an active role in receiving security issue reports from employees and providing proper notices to Turnpike management for response and employee awareness alerts.

Also as part of the summits, District Maintenance Engineer Maria Connolly and Emergency Operations Coordinator Doug Prager updated employees on the Turnpike’s Hurricane Preparedness efforts and potential evacuation plans. A Question and Answer session was conducted, with numerous topics entertained and addressed.

Statewide TIM and Road Ranger Operations Meeting

- On July 16th and 17th, Eric Gordin and Mike Washburn attended the Annual Statewide TIM and Road Ranger Program Meeting held at FDOT District 7 in Tampa Florida. The meeting was chaired by Paul Clark, Statewide Commercial Vehicle/TIM Manager and Shawn Kinney, Statewide Road Ranger Program Manager and attended by District Incident Management Managers.

Topics included:
- FWHA TIM Self-Assessment
- Statewide TIM Executive Steering Committee
- Incident Management Performance Measures
- Florida TIM Team Meetings
- SHRP 2 Training
- Statewide Sponsorship Contract
- Standardize Road Ranger SOG
- RISC Education Campaign
- Quick Clearance Goal Outreach
Incident Management Training for Responders

- Again in 2015, the Turnpike Incident Management Team and FHP Troop K hosted free training sessions for the Federal Highway Administration (FHWA) Strategic Highway Research Program 2 (SHRP2) National Traffic Incident Management Responder Course. The sessions were held at the Turkey Lake HQ campus on July 23rd and the Pompano Operations Center on August 19th.

The four-hour interdisciplinary training classes focused on improving incident response in accordance with the National Unified Goal (NUG) by reviewing responder safety, safe, quick clearance principles and prompt, reliable incident communications. The 45 attendees represented Fire Rescue, FDOT, Towing and Recovery, Asset Management, Law Enforcement Communications Centers, Turnpike Facilities, TMC and Tolls.
Construction Career Days

2015 was the tenth anniversary of Florida’s Turnpike Traffic Operations team’s participation in the annual South Florida Construction Career Days. The Bergeron Rodeo Grounds in Davie, FL again served as the host location for the event that was held on October 20th and 21st.

More than 2,000 high school students from the South Florida area attended the event, and 600 of the participants 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 and field devices such as CCTV, vehicle detectors, Wrong Way Vehicle detection and DMS controllers. The students were encouraged to ask questions and converse with the lab crew. On scene Traffic Operations Lab Members were:

- Dalita Singh
- Richard Serrano
- John Easterling
- Alex Mirones
- Rafael Sena
- Freddy Domond
- Leola Jones
- Derek Quallo
- Will Corchado
- Ralph Etienne
- Mike Washburn
- Jim Hilbert
New FHP Troop K Major

- Major Joe Lopez, formerly of the Investigations Unit in Tallahassee took command of Turnpike FHP Troop K on October 16th. This marked the return of Major Lopez who served as the Orlando District Captain in 2013.

An Orlando troop meeting and lunch was held on October 16th at the Orlando Post Training Room. Members of the Turnpike IM Team attended the meeting and were able to formally meet Major Lopez, as well as greet a number of new Troop K recruits.

IM Team Members Honored

Congratulations to our Turnpike Annual Awards Winner — On November 3rd, Jackie Compton was presented with the Jacobs TEAM Exceptional Contribution Award and Jim Hilbert was presented with a We Drive Smiles Customer Service Award (Jacobs) for 2014.

Jackie is exceptional at multi-tasking; working incidents, managing construction closures overnight, making critical decisions at a moment’s notice and she has led the effort of compiling wrong way driver reports for the TMC.

More importantly, Jackie works hard to ensure that every customer on the Turnpike, even those drivers in the middle of the night, are taken care of and provided with assistance. Because of these efforts, Jackie is the recipient of the Jacobs Exceptional Contribution award.

Jim Hilbert is the TMC Program Manager for Traffic Operations. He provides outstanding service for the Turnpikes Incident Management Program. He works closely with our RISC and STARR vendors during major events to get the roadway opened quickly for a motorists. Jim has developed Quality Control procedures for performance tracking on responses times which is shared during regular progress meetings with these vendors. He collaborates with our partners, such as FHP, and our wrecker vendors to share best practices and lessons learned to improve our response efforts for our patrons.
Coordinated Homestead Raceway Efforts

- The NASCAR Championship Weekend was again held at the Homestead-Miami Speedway from November 19th through the 21st. With the Homestead Extension of the Florida’s Turnpike serving as the main commute to the race track, the Turnpike TMC formulated advanced messaging and coordinated real-time with on-site track personnel. Turnpike Roadway Maintenance Traffic Services Specialist Will Valladares and TMC Lead Operator Eddie Stinson were 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.

Aspects of the Incident Management Overall Coordination Plan included:

**TMC Pre-Messaging Plan Below:** Starting on Thursday, November 19th at 12:00 pm

- Dynamic Message Signs @ MP 7 NB, 9 NB, 13 NB, 11 SB, 21 SB

- 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 21 between 8 am to noon and 4 pm to 8 pm. Motorists are urged to use caution and expect delays.

**Road Rangers Extended Hours/Coverage:**
- Saturday, November 20th – Romeo 1 and 2 both patrolling MP 0 – MP 13
- Sunday, November 21st – Romeo 100 (Supervisor) from 5 PM to 10 PM and Romeo 1 from 8 PM to Midnight. Romeo 1 and 2 both patrolling MP 0 – MP 13 and Romeo 100 from MP 20 -30

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

**Interagency Coordination:**
- Coordinate with MDX for traffic incidents impacting SR 836
- Coordinate with District 6 to support NB incidents on DMS on US 1 in Florida City
Coordinated Homestead Raceway 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

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 future at Homestead events.

- Passing a remote programmable message sign, race day traffic builds early in the day
- Snapshot of a Google map showing the miles of traffic headed to the race
- Inside the Operations HQ at the track
- Race fans headed home utilizing the right shoulder at MP 6
- Turnpike workstation at Race HQ
- Northbound Thanksgiving Day Weekend Traffic Leaving Orlando
Community Outreach: Put It Down! And Move Over – Saving Lives This Holiday Season

❖ “Put the cell phone down while driving” and “Move over for emergency responders on the shoulder,” were the main safety awareness messages relayed to hundreds of Florida’s Turnpike motorists December 17 at the West Palm Beach Service Plaza during a public safety outreach event coordinated by Turnpike Transportation Operations and the Florida Highway Patrol.

Targeting pre-holiday December travelers, Turnpike representatives and Troopers were joined by Turnpike towing partners and the Turnpike’s State Farm Safety Patrol Road Rangers in handing out “Move Over, It’s the Law” bumper stickers and license plates; “Put It Down” Distracted Driving magnets and informational cards, and Florida 511 cups and travel mugs. FHP cruisers, a Road Ranger vehicle and recovery wreckers were on display outside the service plaza to draw motorists’ attention.

Jim Jennings, Emerald Towing owner and Florida’s Turnpike Traffic Incident Management Team member, greeted travelers with safety information goodie bags. “While we will never know, if only one person moves over a lane the next time they see an incident on the shoulder, it could save the life of a tow operator, Road Ranger or Trooper,” Jennings said.

Nationally, there has been a 14 percent increase in the number of traffic fatalities (18,630) compared to the first half of 2014. If this rate continues for the full year of 2015, it will mean the highest fatality rate since 2007. More than 30 states, including Florida, are seeing upwards of 20 percent increases in fatalities. The National Safety Council has said that distracted driving and cellphone use is a contributing factor in 25 percent of crashes.

Following national and statewide trends, distracted driving is cited as a contributing factor in more than 50 percent of Florida’s Turnpike 41 fatal crashes in 2015. Distracted driving is a risk to everyone on Florida roadways, including motorists and their passengers, law enforcement, emergency responders, pedestrians and bicyclists.
Community Outreach: Put It Down! And Move Over – Saving Lives This Holiday Season (continued)

The outreach event was designed to make drivers aware before they get on the road for their holiday travels, and feedback was very positive. A number of Long-distance commercial truck drivers told FHP and Turnpike Transportation operations personnel that the problem of distracted driving is getting worse based on their observations on the road. A local company fleet manager took a number of “Move Over” bumper stickers and license plates to place on all his vehicles. Local television media also attended the event, interviewing FHP Troopers and Towing Operators before taking a ride-along trip with an FHP Trooper.

Florida’s Turnpike Transportation Operations plans to continue implementing an aggressive public safety education campaign that includes themed DMS messaging, student/school outreach, safety events and social media participation.

Tandem truck and service plaza truck parking lot usage was monitored throughout 2015 by the Turnpike TMC to assist the Turnpike Planning and Production Department in ascertaining future space needs.
Incident Management Responder of the Quarter Awards

A highlight of the Turnpike Traffic Incident Management meetings in 2015 continued to be the Turnpike Incident Management Team honoring our first responders with the Turnpike Responder of the Quarter Award. Turnpike TIM Team members involved in incident management activities are eligible for nomination, including Law Enforcement, FHP Dispatch, Fire Rescue, Road Rangers, Wrecker Operators, RISC Operators and TMC Operators.

The award is an effective means of recognizing individuals who go above and beyond in his or her duties. Below are photos and nominations of the 2015 Turnpike Responder of the Quarter Award winners:

**Lt. Larry Pike (FHP)**

**NOMINATOR:** Mike Washburn

**NOMINATION:** I would like to nominate Lt. Larry Pike, FHP, for the Florida’s Turnpike TIM Team North Responder of the Quarter.

In the early morning hours of December 10, 2014, a tractor trailer carrying more than 100 head of cattle overturned just north of the Canoe Creek Service Plaza at milepost 231 northbound. The trailer busted open allowing dozens of cattle to become loose on the Turnpike mainline, creating hazardous situations for Turnpike customers. Upon arriving on scene, Lt. Pike took command of the on-scene operations and complex recovery efforts. Through the course of the incident duration, Lt. Pike and FHP oversaw the clearance of the tractor trailer, coordinated with local Sheriff’s Office for detours, contacted animal control, and ultimately coordinated with cattle wranglers to round up loose cattle from roadway and tree line. The scene was also managed to allow trapped traffic queued behind the crash to clear the incident scene and reduce traffic delays. This incident recovery occurred in a rural section of the turnpike, and under the cover of early morning darkness.

Lt. Pike’s command experience and actions are worthy of recognition.

**Ralph Etienne (Traffic Ops)**

**NOMINATOR:** John Sparks

**NOMINATION:** On the morning of December 31, 2014, Turnpike Incident Management Team member Ralph Etienne was travelling from Pompano to Orange County as part of the Traffic Incident Management vehicle inspection program he developed. Meanwhile, at 6:22 a.m. a serious multi-vehicle secondary crash occurred in rural Osceola County. Ralph arrived on scene at 7:06 a.m. and was one of the first responders to arrive. This complex incident involved two fatalities, several deceased pets, RISC activation, Trauma Hawk response, medical examiner response, and detour setups by asset management partner companies in both Roadway Zones 2 and 3.

Ralph, who was on-scene only by chance, coordinated on-scene activities and communication with the TMC, FHP, Road Rangers and other responders until stabilization of the incident and initiation of RISC clearance. Ralph’s actions in this case and those involved in his daily activities as the Field Incident Management Specialist are indicative of his 24/7/365 dedication to the FTE Traffic incident management program and the reason for my nomination of Ralph Etienne as Responder of the Quarter.
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards (continued)

Robert Flippen (Tri-County)

NOMINATOR: Jim Hilbert

NOMINATION: I am nominating Tri-County operator Robert Flippen as Responder of the Quarter due to his actions on March 29, 2015. There was an overturned vehicle northbound at MP 183 at approximately 4:00 pm. While it did not have much effect on the northbound traffic, it was causing a significant southbound gaper delay. Mr. Flippen arrived on scene less than 30 minutes after dispatch, and went straight to his work. As the TMC staff watched on camera, everyone was saying “wow, he is running”. And indeed he was. He ran from his truck to the overturned, back to his truck and so on. He attached his cable to first right the vehicle, then put the vehicle “on the hook”, swept up the debris and then cleared the vehicle off to the right shoulder in no time. What was really interesting was that Bob’s “hustle” was catching, as we watched the Road Ranger and the trooper on scene really push to get the lanes open.

The effort that Bob put forth makes him a wonderful example of the quick clearance principle in action.

Note: See Robert in Action on Page 86

Mike Marcella (FHP) and Matt Burke (Johnson’s)

NOMINATOR: Turkey Lake TMC

NOMINATION: The TMC is nominating Trooper Mike Marcella and Johnson’s wrecker driver Matt Burke who cleared the road of a crash at MP 202 SB on May 2, 2015 in 46 minutes. Trooper Marcella took the initiative to call for a wrecker prior to arrival based on the reports of lane blockage. Upon his arrival 30 minutes later, Johnson’s operator Matt quickly assessed the situation and began uprighting the rolled over trailer. After the trailer was uprighted, Trooper Marcella quickly jumped in the vehicle to drive it to the shoulder, clearing all travel lanes.

A great example of using all resources to effectively implement quick clearance.
NOMINATOR: Alex Mirones

NOMINATION: I am nominating Calvin Shaw as Responder of the Quarter for the great job he did on July 29th in responding to and helping clear a multi-vehicle crash NB at MP 77. Calvin was dispatched to the lane blocking crash and within minutes was on the scene setting up MOT, communicating and coordinating with FHP. While providing timely updates to TMC, he was able to work with the onscene command to coordinate clearing of the crash vehicles by hooking up and pulling them to the right shoulder. At one point, the TMC communicated to Calvin that CCTV cameras detected that traffic upstream was going the wrong way in the northbound lanes to exit at the NB entrance from Glades. Within seconds, the Trooper on scene reached out to fellow Troopers and Dispatch to respond because Calvin had effectively communicated and coordinated with FHP on scene. All the while R7 showed hustle and urgency to clear the road quickly and safely. Great job Calvin!

NOMINATOR: Jim Hilbert

NOMINATION: I am nominating Ralph Musgrave as Responder of the Quarter for his involvement in an incident inside the Turkey Lake Service Plaza on June 18th. A customer took ill while in a line, fainted and fell to the floor. Ralph witnessed the event and rushed to the customer’s aid. Ralph assisted the customer’s husband in moving her safely out of the area in which she took ill and stayed close by while other plaza employees joined in to assist. In a letter to Turnpike Executive Director Diane Scaccetti, the customer expressed her thanks “for keeping such wonderful people on staff”.

Ralph did not hesitate to jump into the situation. He could have just looked the other way, but showed by his actions that Turnpike Responders do not do that.
Incident Management Responder of the Quarter Awards (continued)

**Josean Melendez (RR12)**

**NOMINATOR:** Kelly Kinney  
**NOMINATION:** This morning I received a call from Mr. Lewis McCorvey who wanted to give praise to Road Ranger Josean Melendez for his efforts in assisting with “saving his son’s life” last night. Mr. McCorvey described that his son was in a diminished mental state and riding his bike on the white line at MP 292 NB with his arms outspread and no shirt on. Josean was the first responder to the scene and used his vehicle to protect the bicyclist until he could get him off the roadway. Mr. McCorvey said Josean was “completely focused on his safety” and that the Road Ranger and the Trooper used themselves to block the young man from running into the roadway.  
I am nominating Mr. Melendez as Responder of Quarter due to his actions in this case.

**Edwin Johnson (FHP)**

**NOMINATOR:** Chip Najm  
**NOMINATION:** I am nominating Trooper Johnson as Responder of the Quarter for his involvement in an incident inside the Lake Worth Service Plaza on October 26th. Trooper Johnson, while working Hire back at the Lake Worth Service Plaza, responded to a BOLO of a wrong way driver traveling southbound in the northbound lanes of SR 91 at the 96 milepost. Trooper Johnson was able to pace the northbound traffic to a slow roll and then observed the wrong way driver approach on the right side shoulder. Trooper Johnson was able to stop the vehicle and arrested the driver for DUI.  
His actions not only saved the life of the violator, but countless lives of the traveling public.

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**Florida’s Turnpike**

**Traffic Incident Management Safety Alert**

**November 2015**

**Backing Up: The Most Common Crash is a Backing Incident**

1. Keep backing distance to a minimum & only when absolutely needed  
2. Do a vehicle walk-around to check for obstructions  
3. Inspect doors & tailgates for proper closing and secure storage of equipment  
4. Know your truck’s blind spots; mirrors never give whole picture  
5. Ensure mirrors are properly adjusted & clean  
6. Tap horn twice, and use back-up alarm  
7. Use spotlight if you can  

**Especially on Incident Scenes!**

**Traffic Incident Management Safety Alert**

**December 2015**

**Cable Barrier Incidents**

Cable Barriers provide life-saving protection to motorists. If a vehicle becomes tangled in a cable, reduce tension by:

1. Releasing the cable from the posts 50-75 feet on both sides of the crash, or  
2. Removing and dropping the posts, or  
3. Loosening cables at turnbuckle, or  
4. Tripping the end section of the cable.  

If you must cut something, cut the turnbuckle, DON’T CUT THE CABLE!
Quick Clearance Teamwork in Orange County

Romeo 11 pushes the overturned vehicle out of the travel lanes

Car Store rights and loads the vehicle

And the lanes are clear
## Attachment A: IM Vehicle Inspection Sheet

<table>
<thead>
<tr>
<th>Vehicle Unit:</th>
<th>Date of Inspection:</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Plate #:</td>
<td>Time Of Inspection:</td>
</tr>
</tbody>
</table>

- Roof mounted light bar (yellow), front/rear controllable
- FDOT approved arrow board or LMS
- Rubber-faced push bumper
- Spot Light, 360 rotating
- Front and rear mounted power outlets
- Heavy duty battery, 750 CCA min
- Rear work lights
- Suitable cab lighting
- Operating 2-way radio
- Operating AV.
- 100 watt min PA system

**Details:**
- Black “State of Florida DOT” rear readable
- Green “Florida’s Turnpike” rear quarter panels / readable
- Yellow “SunGuide” rear quarter panels / readable

- Vehicle presentable
- Trailer hitch with combination ball / pintle hook
- Air compressor for tire inflation, impact wrench
- 10 gal. diesel fuel in labeled and approved safety cans
- 10 gal. unleaded fuel in labeled and approved safety cans
- 10 gal. water (for radiators, etc.)
- (2 ea.) 5 gallon absorbent materials (or 2 bags)
- 5 gal. trash can
- Debris collection container (32 gal. min.)
- (2 ea.) 4” x 6” x 16” wood blocks
- (2 ea.) 48” advance warning signs with stands
- (16 ea.) 36” FDOT approved reflectorized traffic cones
- 3 ton hydraulic floor jack
- Four-way lug wrenches (metric and standard)
- (2 ea.) 10 lb ABC fire extinguishers
- Square-end shovel, D-handle spade
- Round-end shovel, long handle
- Street broom, 24” min
- 3 qts. BAE 90 motor oil
- Plug n’ Dike putty
- Assorted burgees

**Tool box stocked with:**

- Needle nose pliers
- Adjustable db joint pliers, 2” min
- Adjustable wrenches (8 and 12”)
- 6 lb. hammer
- Rubber mallet
- Electrical tape (20 yd)
- Duct tape (20 yd)
- Wire cutting pliers
- Complete set of open end wrenches (metric and standard)
- Box end wrenches (both metric and standard)

**Screwdrivers:**
- Standard 1/8
- Standard 3/16
- Standard 5/32
- Phillips head #1
- Phillips head #2
- Star Drive Head

- Tire pressure gauge
- Mechanic’s wire (25’ roll)
- 1/2” rope, 50’
- Tow chain, 3/8” Grade 8
- Tow Straps rating 10,000 pounds minimum
- (36 ea.) Highway wet flares (30 minute burn)
- (2 ea.) Multi purpose flexible scout funnels
- Hoses and fittings to fire valve stems
- Booster cables, 2 Q.A., 20’, power outlet adapter
- First aid kit, First Responder, fully stocked
- Flashlight/traffic wand, heavy duty, with spare batteries
- Digital camera
- Binoculars
- Current local telephone book with yellow pages
- USDOT Emergency Response Guidebook
- One case of bottled drinking water (12 ea. 16 oz.)
- Mobile Phone
- Safety Vest
- ID Card
- Operator Well Groomed

**Inspected by:**

**Signature:**

**Vehicle Operator:**

**Signature:**
TRAFFIC

MANAGEMENT

CENTER
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 DMS on the Toll 869/Sawgrass Expressway and its connecting arterials; 7 DMS on Toll 417 (Seminole Expressway and Southern Connector Extension); two DMS on Toll 429 (Western Beltway); three DMS on the Beachline Expressway (Toll 528); four DMS on Toll 570 (Polk Parkway); and six DMS on Toll 589 (Veterans Expressway/Suncoast Parkway).

The Turnpike’s TMC also has committed staffing at the FHP Troop K, Lake Worth Dispatch Center, with two-plus full-time FHP dispatch TMC team positions, thus improving service to Turnpike customers. The FHP dispatch center is staffed by TMC team members over two shifts: from 6 a.m. to 2:30 p.m. and 2 p.m. to 10:30 p.m., seven days a week. FHP Dispatch TMC Team members work in conjunction with the Turnpike TMC and facilitate sharing of incident status information between FHP and the TMC. TMC staff members work closely with FHP dispatchers in tracking performance measures of the STARR program. 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).

Under the supervision of advanced traveler information system (ATIS) team leaders at each facility, TMC team members 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.
TRAFFIC MANAGEMENT CENTER (TMC)

TMC Program Details (continued)

TMC team members work closely with Florida Highway Patrol (FHP) Troop K and other agencies to detect, verify, and mitigate incidents. The coordination between FHP 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 Dispatch’s video wall.

TMC Team Members

- Both TMC locations, Pompano and Turkey Lake, have highly-trained and dedicated staffs, working 24/7/365 monitoring activities on all Turnpike roadways. With a total of 117 years’ experience, TMC operators perform numerous safety-related activities during the course of a day. The Team members are:

Pompano
- Chris Gueldner (Posthumous)
- Karla Smith
- Gregory Cacioppo
- Teddy Matthews
- Richard Serrano
- Donnay Butler
- T K Brown
- Darcy Darmody
- David Weinstock
- Robert Jacques
- Eddy Stinson
- Chevon Brown
- Leola Jones
- Donna Jones
- Mark Mazin

Turkey
- Michele Gustafson
- Marsha Marcella
- Anibal Santiago
- Jackie Compton
- Vito Bonacchi
- Krystal Goodwin
- Michelle Asselin
- David Wronski
- Sammy Arce
- Jason Mason

Turkey Lake
Turnpike TMC Locations

Turkey Lake HQ Campus
Mile Post 263

FHP Lake Worth Regional Communications Center
Mile Post 94

Pompano Operations HQ Campus
Mile Post 65
First Responder Appreciation Week

Governor Rick Scott proclaimed the week of January 5th through the 9th to be recognized as First Responder Appreciation Week. At the request of the Governor’s office, the Turnpike TMC added a message to the Mainline Dynamic Messages Signs as well as the Service Plaza Information Displays to promote this important event.

Roadside Weather Information System

On January 27th, Kelly Kinney and TMC ATIS Leaders David Wronski, Jackie Compton, Michele Gustafson and Richard Serrano attended a half-day training session on the new Roadside Weather Information System (RWIS) stations to be implemented along the rural sections of the Turnpike. The training involved a review of the User’s Guide for the Vaisala SSI Road Weather Stations, how the equipment would perform in the field and how the ATIS would be able to use it to detect and report adverse weather conditions along the roadway.
**Turnpike TMC Messaging**

- On Friday, February 13, 2015, overnight electrical modification work at the West Palm Service Plaza Convenience Store necessitated that the power be shut off to the store and fuel pumps. To notify Turnpike customers of the closure, the TMC placed messages on the Dynamic Message Boards approaching the plaza in both directions as well as playing a message on the Turnpike Highway Advisory Radio system.

  ![Dynamic Message Sign at MM 155 Southbound](image1)

  ![Message Played on HAR stations approaching Lake Worth](image2)

  Today is February 13, 2015. There is no gas available at the Lake Worth service plaza at mile post 94. Motorists are encouraged to use the Fort Pierce service plaza at mile post 144 or the Pompano service plaza at mile post 65. Updated information will be provided as it becomes available.

- At the direction of FDOT Central Office, Turnpike TMC displayed motorcycle safety DMS messages in March, particularly for Daytona Beach Bike Week traffic. The special signs were lit for 2 hours each morning over a two-week period.

- Florida’s Turnpike participated in the national Work Zone Safety campaign by posting the safety messages on Turnpike Dynamic Messages Signs during the week of March 23rd.
New Interchange Opening

- A new partial interchange between Toll Road 417 and Florida’s Turnpike opened to motorists on January 26, 2015. The interchange allows movement from Toll Road 417 westbound to Turnpike southbound and Turnpike northbound to Toll Road 417 eastbound. The Turnpike’s TMC utilized HAR messaging in preparation for the new interchange opening. New event management locations were added to the Turnpike’s SunGuide software to accommodate managing events on these new ramps. The TMC monitors the new ramps on camera and closely watches the construction zone area. Future closures and lane shifts are expected throughout the coming years as the full interchange is completed.

FDOT District 4 and District 6 Express Lanes Software Demonstrations

- On Wednesday, April 1, Turnpike Tolls and Traffic Operations staff visited the IBI and District 6 facilities for a presentation of Express Lanes Software. IBI presented on the software under development for deployment in the District 4 TMC for utilization in the I-595 and I-75 Express Lanes. District 6 staff presented on the software currently utilized for pricing and management of the I-95 Express Lanes in Miami-Dade County. In addition, Turnpike staff spent some time in the District 6 TMC during PM rush hour and watched an Express Lanes operation in real-time.

A DMS message not likely to be posted by the Turnpike TMC
OSCC Phone System

On April 24, 2015, the Turnpike TMC’s began using a new call center software for TMC phone operations. The OpenScape Contact Center Phone System software provides many new features to improve the efficiency and reporting of TMC phone usage. Phone users are offered calls based on the length of time since their last caller. The software also requires the Operator to select a wrap-up reason after each call to summarize the nature of the call; this information is then compiled monthly for TMC reporting and PIO statistics. From June 1, 2015-December 31, 2015, the TMC fielded 51,267 phone calls via the OSCC Phone System. Below is the breakdown of the nature of each phone call:

In addition, the associated OSCC Manager software allows TMC Management to develop reports for individual users with statistics such as number of calls accepted, average length of call, number of abandoned calls, average queue time, number of calls per day/hour, and wrap-up reasons. There is also a real-time view of TMC users that allows a Manager to see the status of each user that is logged into the phone software and any calls in queue.
Road Weather Information Stations/Vaisala Navigator Software

- On May 7, 2015, the TMC began using the Vaisala Navigator software to monitor twelve new RWIS (Road Weather Information Station) detectors and three existing stations on the Sawgrass Expressway. Monitoring is accomplished via the “Alerts” tab in the Vaisala software. Each detector has set thresholds for rain and visibility monitoring. When the predetermined threshold is met, the detector sends an alarm with an audible tone to each user’s workstation. The alarm tone continues until it is acknowledged by a user. The Operator then initiates a SunGuide event, activates appropriate DMS messages, and under certain circumstances, notifies FHP. The TMC acknowledged 1,125 RWIS alerts in 2015.

ATIS Boot Camp

- On June 25, TMC ATIS Leaders and TMC Managers met in Fort Pierce for the fifth annual ATIS Boot camp. The topics of this year’s all-day training session included the TMC Recognition Program, role specialization, Road Ranger operations, Express Lanes, geographic zone assignment, the QA/QC measurement system, new TMC E-Learning website, and annual Certification Testing.

In attendance were ATIS Michele Gustafson, Karla Sanchez, Jackie Compton, Likhy Flores, David Wronski and Richard Serrano, along with Kelly Kinney and Alex Mirones.
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 2015, 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 2015 included Road Ranger software coordination, wrong-way driver event management, SunGuide enhancement/deployments, and debriefing recent regional events.

Typical agenda topics include:
- SunGuide 6.0 Deployment
- New ITS Device Deployment
- Wrong-Way Driver Pilot
- Waze App Date Integration
- D1 Sarasota Satellite Office
- Sun Life Stadium Events
- Port of Miami Tunnel
- I-4 Ultimate/I-75 Express/I-95 Express Phase II

Enhanced Dynamic Message Sign Messaging

Starting in October and continuing through December, the TMC began DMS signing for a revamped Turnpike Safety PSA campaign related to Distracted Driving. The new customized DMS message campaign was aimed at gaining increased driver attention and awareness.
## Turnpike TMC Tours

<table>
<thead>
<tr>
<th>Date</th>
<th>TMC Tour</th>
<th>Facility</th>
<th>Comments/Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/26/15</td>
<td>Aerica Ramos, FHP</td>
<td>Pompano</td>
<td><strong>Familiarization Tour for New LWRCC Manager.</strong></td>
</tr>
<tr>
<td>1/27/15</td>
<td>FTE Transportation Development Group</td>
<td>Pompano</td>
<td>Group included Marc Hustad, Cristina Dos Santos and Elizabeth Bartell from Turnpike Headquarters.</td>
</tr>
<tr>
<td>2/26/15</td>
<td>Celebrating Engineers Week</td>
<td>Turkey Lake</td>
<td>As part of “Celebrating Engineers Week” the Turnpike celebrated “Girls Day” on Thursday, February 26th, a day dedicated to helping girls discover engineering. In conjunction with Women’s Transportation Seminar Central Florida Chapter, Turnpike staff hosted thirty 8th grade girls and provided them with tours of the TMC and SunWatch.</td>
</tr>
<tr>
<td>6/5/15</td>
<td>Colorado DOT Representatives</td>
<td>Pompano</td>
<td>A delegation from Colorado DOT toured the Pompano TMC as part of a two-day familiarization visit hosted by Turnpike Management, including Turnpike Executive Director Diane Gutierrez-Scaccetti. TMC, Road Ranger and IM operations as well as active traffic management were discussed during their time in the TMC.</td>
</tr>
<tr>
<td>7/11/15</td>
<td>VIP Delegation from Japan</td>
<td>Pompano</td>
<td>A delegation from Japan, attending an IBTTA conference in South Florida, toured the Pompano TMC as part of a familiarization visit hosted by Turnpike Management, including Turnpike Executive Director Diane Gutierrez-Scaccetti. Incident Management operations were discussed during their time in the TMC.</td>
</tr>
</tbody>
</table>
### Turnpike TMC Tours (continued)

<table>
<thead>
<tr>
<th>Date</th>
<th>Tour Group</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/15/15</td>
<td>PA Turnpike Representatives</td>
<td>Pompano</td>
<td>Turnpike Traffic Operations hosted a peer-to-peer meeting with representatives from the Pennsylvania Turnpike at the Pompano TMC. TMC operations and SunGuide functionally as an ATMS platform were discussed during the meeting. A TMC familiarization Power Point was used as a discussion-starter, then hands-on demonstrations were given by the TMC staff.</td>
</tr>
<tr>
<td>9/04/15</td>
<td>Tamarac Fire Department</td>
<td>Pompano</td>
<td>Tamarac Fire Department, including recent graduates from their fire academy and instructors toured the Pompano TMC. The group reviewed the TMC setup and were impressed with our services including the public access to our CCTV.</td>
</tr>
<tr>
<td>12/10/15</td>
<td>DRDE Tour</td>
<td>Turkey Lake</td>
<td>The Turkey Lake TMC welcomed statewide District Roadway Design Engineers (DRDE), including Turnpike’s Steve Nichols for a tour of the TMC. As part of a Face-to-Face meeting at Turnpike HQ, they visited the TMC to learn about communications between the Turnpike TMC and other state agencies (e.g. first responders, other districts, cities and counties). The tour was led by Jim Hilbert and Will Corchado.</td>
</tr>
<tr>
<td>12/17/15</td>
<td>Secretary’s Tour</td>
<td>Turkey Lake</td>
<td>As part of his day-long Town Hall Meeting visit to the Turkey Lake campus, DOT Secretary Jim Boxold toured the Turkey Lake TMC. TMC Manager Kelly Kinney gave a brief overview of TMC operations and introduced Mr. Boxold to the staff.</td>
</tr>
</tbody>
</table>
TRAFFIC MANAGEMENT CENTER (TMC)

Special Events Managed by the TMC

During 2015, the TMC managed the following events by utilizing SunGuide software and coordinating with neighboring TMCs and governmental agencies:

- New Year’s Travel/Coffee Safety Break Messaging
- BCS Orange Bowl Game @ Sun Life Stadium
- South Florida Fair
- Miami Dolphins’/Hurricanes Football Games
- Messaging for National Roadway Worker Summer Campaign “Slow Down, Save a Life in Work Zones”
- Central Florida Home & Garden Show @ OCCC
- Memorial Day Holiday Weekend
- Labor Day Weekend Travel
- Veterans Day Travel Weekend
- Thanksgiving Day Travel Weekend
- Homestead NASCAR Race
- Christmas Holiday Travel Monitoring

Of Special Interest were:

- All-Electronic Tolling Messaging for Griffin Road and Hollywood/Pines Boulevard interchanges. On Saturday, August 29, 2015, the Florida’s Turnpike converted to all-electronic tolling at the Florida’s Turnpike Griffin Road interchange and Hollywood/Pines Boulevard interchange. With the completion of this effort, Turnpike tolls south of Interstate 595 (Exit 54) including the Golden Glades interchange and Sawgrass Expressway are ONLY collected electronically. The TMC supported the initiative by posting DMS, HAR and 511 Floodgate messages for one week in advance of the transition. Additional Portable DMS were deployed asking customers to Tune into 1640 AM for more information.

![NO CASH TOLLS SOUTH OF I-595 BEGINS AUG 29](image1)

![NO CASH TOLLS SOUTH OF I-595 TUNE TO 1640 AM](image2)

- POAT Cops Ride for Kids: On Saturday December 12, 2015 The Police Office Assistance Trust (POAT) held their semi-annual motorcycle ride from the Miami-Dade Police Department headquarters 9105 NW 25th Street in Doral, FL to the Postcard Inn on Holiday Isle, Islamorada in the Florida Keys. In preparation of this event, the Turnpike TMC posted a Motorcycle Safety PSA on overhead DMS starting at 7AM and throughout the ride. At approximately 10AM, Turnpike TMC detected police motorcycle closing the SB lanes of the HEFT just before the SR821 on-ramp from SR 836. The TMC notified LWRCC, MDX TMC and D6 SunGuide TMC and posted messages on DMS signs for the closure and congestion. All entrance ramps from MP 26 to MP 0 were then intermittently closed and reopened as the bikes made their way down to MP 0, US1 en route to Overseas Highway. POAT was founded under the auspices of the Dade County Association of Chiefs of Police in 1989 as a support organization for the law enforcement community of Miami-Dade County, Florida to assist officers and their families in times of need.
TMC Operator Certification Program

- In 2015, the TMC Training website was revamped with updated training software and training modules/materials. The new Moodle software allows for online classroom style learning with integrated quizzes, automatic question/answer feedback and forum discussions. Each module was created in the Adobe Captivate software with animation and voice over for ease of reviewing the materials before each quiz. The new training website also allows for better tracking of the TMC Operator’s individual results for each quiz. The 125 question certification test results are easily accessed by TMC Management for review and question analysis.

This year, all TMC Operators took part in small group or individual training sessions with an ATIS Team Leader to review practical scenarios and the most common errors. Each Operator was also assigned 21 modules with integrated quiz questions to assist in gaining a thorough understanding of TMC operations including SOP and Emergency Protocols. All Operators were given a standard two-part test consisting of a written exam and a practical exam. The results are calculated based on an average of the two parts of the exam. This testing is used as a training tool to develop an individualized plan with each Operator to improve their skill level as well as using individual strengths to work more efficiently as a team and assist in training of peers. The results are calculated at three different skill levels as follows:

| Level 1: Trainee | 0-75% |
| Level 2: Operator | 76-89% |
| Level 3: Lead Operator | 90-100% |

![TMC Certification Testing 2015](image)
2015 TMC Performance Measures

- Secured Florida Highway Patrol case numbers and created 5,004 OMS work order tickets property damage, debris, and emergency response events on the Turnpike system.

- Entered 2,366 scheduled and emergency road work events with supporting messaging.
  - 82 Full Roadway Construction Closures with Detour with pre-messaging 72 hours in advance of closure
  - Entered 1,097 FDOT District inter-agency events

- Special Vehicle Alerts on Dynamic Message Boards
  - 226 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
  - 1 Amber Alerts – missing or abducted child believed to be endangered

<table>
<thead>
<tr>
<th>2015 ITS DEVICE USAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>65,535 Dynamic Message Sign (DMS) activations</td>
</tr>
<tr>
<td>974 CB Radio Advisory System (CBRAS) activations</td>
</tr>
<tr>
<td>3,107-plus events with Highway Advisory Radio (HAR) activation</td>
</tr>
<tr>
<td>4,547-plus events published to the Florida 511 System</td>
</tr>
</tbody>
</table>

TMC Event Types 2015 - 141,275 Total Events

- Abandoned Vehicle: 25%
- Crash: 47%
- Disabled Vehicle: 8%
- Debris: 16%
- Other: 4%

DMS Public Service Announcements

The TMC displayed the following PSAs on Turnpike DMS signs:

- **January** – Child Booster Seat
- **February** – Click It or Ticket
- **March** – Work Zone Safety
- **April** – Distracted Driving
- **May** – Motorcycle Safety
- **June** – Distracted Driving
- **July** – Drunk Driving
- **August** – Distracted Driving
- **September** – Distracted Driving
- **October** – Scary Enough—Don’t Text & Drive
- **November** – Don’t be a Turkey – Don’t Text & Drive
- **December** – Don’t Drive Tipsy Buzzed or Blitzen

Be Here Next Year – Don’t Text & Drive
The Turnpike’s Traffic Management Center Recognition Award program continued to grow in 2015. Each month, up to six TMC Team Members (including Traffic Operations staff from Technology, Traffic Engineering and Incident Management) were selected to receive an award and gift card for their efforts. Team Members were recognized for the following categories:

- Going above and beyond the call of duty
- Achieving remarkable performance measures
- QA/QC Star (most error-free reports)
- Most Improved Operator
- Leadership

The winners were presented at the monthly Traffic Ops recognition lunch and displayed on the TMC Recognition Board.
**Wrong Way Detection System**

- In 2015, the TMC continued monitoring the Turnpike’s pilot program BlinkLink wrong way detection system on the HEFT and Sawgrass Expressway. There were 1,229 total BlinkLink wrong way detection alarms generated throughout the year, resulting in 20 valid detections, 384 positive detections, and 827 false alarms. The TMC documented each of these detections in the SunGuide software, activated real-time ITS devices to warn motorists of the wrong way driver and provided a detailed description to TMC Management for every valid detection. In addition, the TMC began monitoring the wrong way Microwave Vehicle Detection System, Click! 512, in March 2015. The 15 Click! 512 devices installed on the HEFT provide an automated alarm through the TMC’s SunGuide software when a wrong way driver is detected. There were 523 false alarms documented by the TMC in 2015.

<table>
<thead>
<tr>
<th>2015</th>
<th>Wrong Way Crashes</th>
<th>Wrong Way Fatalities</th>
<th>Click!512 Wrong Way Detections</th>
<th>BlinkLink Wrong Way Detections</th>
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</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>119</td>
</tr>
<tr>
<td>Feb</td>
<td>1</td>
<td>0</td>
<td>N/A</td>
<td>110</td>
</tr>
<tr>
<td>Mar</td>
<td>0</td>
<td>0</td>
<td>95</td>
<td>179</td>
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<tr>
<td>Apr</td>
<td>2</td>
<td>0</td>
<td>77</td>
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</tr>
<tr>
<td>May</td>
<td>0</td>
<td>0</td>
<td>46</td>
<td>91</td>
</tr>
<tr>
<td>Jun</td>
<td>0</td>
<td>0</td>
<td>42</td>
<td>98</td>
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<tr>
<td>July</td>
<td>3</td>
<td>3</td>
<td>32</td>
<td>221</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td>0</td>
<td>36</td>
<td>84</td>
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<tr>
<td>Sept</td>
<td>4</td>
<td>3</td>
<td>49</td>
<td>56</td>
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<tr>
<td>Oct</td>
<td>0</td>
<td>0</td>
<td>52</td>
<td>51</td>
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<tr>
<td>Nov</td>
<td>1</td>
<td>0</td>
<td>44</td>
<td>52</td>
</tr>
<tr>
<td>Dec</td>
<td>0</td>
<td>0</td>
<td>50</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>6</td>
<td>523</td>
<td>1229</td>
</tr>
</tbody>
</table>

The above snapshots were taken on October 3rd by a Wrong-Way Detection Camera on the northbound off ramp for Exit 34, NW 106th Street. The TMC activated DMS and HAR in the area, and FHP, alerted of the driver who was fleeing from a crash off of the Turnpike system, stopped the vehicle at Mile Post 33.
SunGuide High Profile Emails

When an incident occurs that involves a major impact, the TMC sends out a “High Profile” email alert to Turnpike Management. These emails are generated for events such as crossovers, canal entry, fatalities, RISC activations, detours, police activity, major property damage, toll plaza hits, trauma hawk landing, or lengthy full closure incidents. The message contains information regarding the type of event, a brief description of vehicle/parties involved, the duration of lane closure, injuries/fatalities involved, property damage, who responded to the scene, and RISC times. These notifications serve as a major source of notification to Turnpike Managers regarding incidents that may have media coverage or a significant impact to the Turnpike system. TMC staff generated and disseminated more than 1,600 High Profile alerts in 2015.
ROAD RANGER SAFETY PATROL

Road Ranger Program Details

The State Farm Safety Patrol Road Rangers are dispatched by the Turnpike TMC on the Turnpike Mainline, Homestead Extension of Florida’s Turnpike, and the Sawgrass Expressway (Toll 869). Joint Turnpike/Central Florida Expressway Authority Safety Patrol Road Rangers are also dispatched on the Seminole Expressway/Southern Connector Extension (Toll 417), Beachline Expressway (Toll 528), Western Beltway (Toll 429). The Turnpike has also partnered with FDOT District 7 to provide Road Ranger coverage on the Veterans Expressway (Toll 589). All Road Ranger service is free.

With more than 87,000 total annual patrol hours and 150,000+ calls, coverage ranges from 24/7 to 6 a.m. to 10 p.m. depending on the location along Florida’s Turnpike system. 24/7 coverage is maintained in the urban limits of Miami-Dade, Broward, Palm Beach, and Orange counties along Florida’s Turnpike. The TMC dispatches units via the State Law Enforcement Radio System (SLERS, 800 MHz) (primary mode of communication) and Direct Connect (back-up communication) systems; the units are tracked via an Automatic Vehicle Locator (AVL) system that is integrated into the SunGuide® software.

Throughout 2015, over the course of 87,000 service hours, Florida’s Turnpike Road Rangers provided 150,681 assists to Florida commuters, motorists and visitors, a three (3) percent increase over the 146,966 assists in 2014. Included in the total was assistance at 6,639 crash scenes and clearing 46,346 pieces of dangerous debris from travel lanes. Customer courtesy assist totals also included 16,126 flat-tire assists and 9,195 gas calls.

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 radio system 800 MHz radio communications, photo-cable cellular phones to send photos directly to the TMC and an automatic vehicle locator that utilizes a global position satellite transponder for communication with the FTE’s transportation management center.

A five-year contract was awarded in February 2013 to Florida Turnpike Services for coverage on the Turnpike system which provided for tighter performance measure requirements. It also required an improved service truck mix, completed in late 2013, with two incident response trucks, five wrecker trucks, and five pick-up trucks serving the needs of Turnpike customers.

<table>
<thead>
<tr>
<th>%</th>
<th>2015</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total</th>
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<td></td>
<td>465</td>
<td>542</td>
<td>534</td>
<td>618</td>
<td>521</td>
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<td>547</td>
<td>611</td>
<td>592</td>
<td>545</td>
<td>602</td>
<td>590</td>
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<tr>
<td>5%</td>
<td></td>
<td>624</td>
<td>581</td>
<td>648</td>
<td>672</td>
<td>689</td>
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<td>3,516</td>
<td>3,699</td>
<td>3,464</td>
<td>3,600</td>
<td>46,346</td>
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<td>60%</td>
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<td>6,609</td>
<td>7,780</td>
<td>7,278</td>
<td>7,852</td>
<td>7,697</td>
<td>7,873</td>
<td>7,963</td>
<td>7,247</td>
<td>7,633</td>
<td>7,677</td>
<td>7,700</td>
<td>90,047</td>
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<tr>
<td>100%</td>
<td></td>
<td>11,993</td>
<td>11,243</td>
<td>13,180</td>
<td>12,566</td>
<td>13,229</td>
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<td>13,047</td>
<td>11,973</td>
<td>12,502</td>
<td>12,382</td>
<td>12,530</td>
<td>150,681</td>
</tr>
</tbody>
</table>
ROAD RANGER SAFETY PATROL

Safety Patrol Team Members

On the Turnpike Mainline, the Veterans Expressway and Central Florida Expressway shared-roadways, our Road Rangers are highly-trained and dedicated individuals, working 24/7/52 monitoring Turnpike roadways. With more than two hundred years’ combined experience, Safety Patrol operators perform numerous customer and safety-related activities during the course of a day. The Team members are:

**South Florida**
- Andres Garcia (Posthumous)
- Sergio Camero
- Juan Fernandez
- Kelton Hardwick
- Don Stephen
- Hussaine Singh
- Louis Lucchesi
- Bryon Samibass
- Ralph Santana
- Andrew Tapia
- Tristian Hayes
- Samuel Jackson
- Angel Castro
- Arnaldo Alvarez
- Dammarley Jackson
- Oscar Quintana
- Wesley Matlock
- Byron Holton
- Deivid Vella
- Calvin Shaw
- Alberto Valderama
- Julian Brown
- Alfredo Falcon
- Jonathan Jefferson
- Luis Oquendo
- Carlos Ramos
- Carlton Clark

**Fort Pierce**
- Jack Ray
- Roger Umfress
- Ed Webb
- Roland Ramkoisson
- Henry Druckenbrod
- John Crawn
- Ruben Western
- Chris Hogan
- Dennis Volin
- Jose Doinquez

**Central Florida**
- Paul Urbach
- Randy Robison
- Jason Rolon
- William Burke
- Shawn Pilkington
- George Wright
- Floyd Reasner
- Charlie Crane
- Efrain Picon-Alamo
- Andrew Zunk
- Omar Buitrago
- Tim Beveridge
- Tom Heilborn
- Nick Echevarria
- Patrick D’Angelo
- Vernon Stewart
- Bryant Davidson
- Denton Wiloughby
- Ahmed Benladoul
- Jeffrey Newell
- Chris Lutzyk
- Sean Clarke
- Josean Melendez
- Jose Rivera
- Saul Rivera
- Howard Master
- Brian Hildebrand
- Dennis Martinez
- Hector Romero

**Veterans Expressway**
- Todd Stettler
- Kevin Brianne

Road Rangers Romeo 3 and Romeo 10 providing MOT in Broward and Osceola counties
# ROAD RANGER SAFETY PATROL

## Turnpike System Coverage

<table>
<thead>
<tr>
<th>Counties</th>
<th>Roadways Covered</th>
<th>Hours of Operation</th>
<th>Centerline Miles</th>
<th>Av. Patrol Hrs./Wk.</th>
<th># Vehicles</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miami-Dade, Broward, Palm Beach</td>
<td>Mile Post 0-116, Sawgrass Expwy.</td>
<td>24/7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Osceola, Okeechobee, Indian River, St. Lucie, Martin</td>
<td>Mile Post 116-248</td>
<td>6am-10pm/7</td>
<td></td>
<td></td>
<td></td>
<td>Florida Turnpike Services</td>
</tr>
<tr>
<td>Orange, Osceola</td>
<td>Mile Post 248-272</td>
<td>24/7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lake, Sumter</td>
<td>Mile Post 272-308</td>
<td>6am-10pm/7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orange</td>
<td>Portions of SR417, 429, 528</td>
<td>6am-10pm/7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hillsborough, Pasco, Hernando</td>
<td>Veterans Expwy. Suncoast Pkwy.</td>
<td>6am-8pm, Mon-Fri</td>
<td></td>
<td></td>
<td></td>
<td>Anchor Towing</td>
</tr>
</tbody>
</table>

## ROAD RANGER SECTORS

- **Mainline/HEFT**
  - RR 12 Pickup (MM 16)
  - RR 11 Tow (MM 16)
  - RR 10 IRT (MM 249)
  - RR 9 Pickup (MM 193)
  - RR 8 Tow (MM 138)

- **OR 6**
  - MM 0

- **OR 3**
  - MM 11

- **OR 2**
  - MM 49

- **OR 1**
  - MM 29

- **OR 4**
  - MM 35

- **OR 5**
  - MM 11

- **OR 1, 2 & 3 Zones Overlap**
  - MM 0

- **OR 4, 5 & 6 Zones Overlap**
  - MM 0X

Effective 04/01/14
Thinking Out of the Box

While on patrol on Sunday, February 8, 2015, in Martin County, Road Ranger Chris Hogan (Romeo 8) happened upon what appeared to be a pile of landscaping debris between mile posts 121 and 121.5 northbound on the right shoulder. After stopping and investigating further, Chris found it to be not a pile of debris, but a significantly-sized tree stump and its associated roots, still embedded with dirt, grass and bits of a chain link fence. Also located in close proximity were three-foot pieces of branches. As there was no guardrail or any other barrier at that particular location of the Turnpike with which to secure the stump behind to make it safe for later pick up by DOT, Chris loaded it onto the wheel lift of his wrecker truck, secured it with a chain and a wheel strap and made it ready for transport. After securing the stump, Chris' first inclination was to relocate it to the first place he could safely deposit it and notify TMC to have it picked up. But, after giving it some more thought, Chris went ahead and transported the stump and the other landscaping debris on his truck to the Ft Pierce plaza for proper disposal. Chris safely arrived at the Ft. Pierce Plaza and deposited the stump into a trash dumpster along with the other debris and returned to patrol without incident.

Thanks to Chris' quick thinking and “going out of the box”, a dangerous safety hazard was quickly removed from the Turnpike.
**Road Ranger Commendations**

Ben Vega, Victor 1, Road Ranger on SR589, Veterans Expressway, received three outstanding customer comments via the customer feedback cards:

- **Fabulous service – courteous and helpful. Thank you Ben.**
- **Thank you for the service. The Tech was great. Keep up the good work!**
- **The driver was very nice and courteous. He was very concerned with my issue and resolved it in no time.**

Wesley Matlock, our outstanding Road Ranger in Broward County, was commended by FHP Captain Earl Brown for his outstanding work on March 19th in recognizing the license plate of a Silver Alert driver and keeping him nearby until a trooper was able to arrive on the scene. Thanks to Mr. Matlock’s actions, the family was able to return the driver safely home.

Brittney French of Tampa wrote:

- **Victor 1 (John Steiner) was awesome, very helpful and an exceptional worker.**

On a Customer Feedback Card, Roberta Forcina of Central Florida wrote:

- **I had gotten a flat tire on the Turnpike. I was fortunate enough that even after I called for emergency road service through Lexus, Henry (Druckenbrod), truck #9 stopped and asked if I needed help. He was kind enough to change my tire and I was literally able to continue my drive within 30 minutes after breaking down. He was very kind and, to me, was my lifesaver for the day. It was a good experience. Thank you.**

**Silver Alert Recovery**

On Tuesday, May 19, the TMC received a Silver Alert for a man driving a Red Kia. The Turnpike TMC broadcasted the vehicle information to the Road Ranger team to be on the lookout. At approximately 1PM, Romeo 8, Chris Hogan called in to the TMC and identified the vehicle as being right in front of him. FHP was notified and the vehicle was pulled over by MP 108.

Chris provided a bottle of water and remained with the driver until a Trooper arrived. FHP Dispatch contacted FDLE and the family for his recovery. All vehicles cleared the side of the road at 1:40PM.

Mr. Hogan is to be commended for his attentiveness to the TMC radio broadcasts and his quick actions in this case.
Safe MOT Practice

Road Ranger Hussiane Singh, working as Romeo 6 on the Sawgrass Expressway was commended by Alex Mirones for his actions. While working a crash at University Avenue, Mr. Singh quickly and efficiently setup the proper MOT behind the crash in a challenging area, just off the northbound entrance from University Avenue. Due to Hussiane’s actions, traffic flowed well and the STARR wrecker was able to recover the vehicle safely.

Road Ranger Managers’ Meetings

Monthly meetings, attended by members of the Turnpike Incident Management Team and Florida’s Turnpike Services managers continued through 2015. The safety of the Road Rangers, as well as daily operations, communication practices and a number of performance measures are discussed. Training opportunities and operations improvement issues are also developed, evaluated and implemented.

Attended by TMC and Road Ranger supervisors, contract and operations managers and administrators, the meetings are essential to reviewing performance and coordinating operations between the Turnpike’s Incident Management partners. Safety is always our first priority and the ability to increase safety for Road Rangers and motorists is the goal.

For a Road Ranger, the Turnpike Shoulder Is Like a Box of Chocolates – You Never Know What You Are Going to Find
**ROAD RANGER SAFETY PATROL**

**More Road Ranger Commendations**

- Jorge Valens, FDOT Assistant Public Information Specialist for District 6 wrote in an email to Mike Washburn:
  
  *This morning I got a flat tire on the Turnpike around the Okeechobee Road exit in Miami-Dade. I just wanted to let you know the Road Ranger who responded to my call, Tristian Hayes (Romeo 3) was absolutely terrific and had me on the road in no time. His light-hearted demeanor and attention to detail really helped turn that morning around for me. Just wanted to pass along the review and let you know that he did an outstanding job.

  Thanks!*

- Alex Mirones commended Andrew Tapia:

  *Just wanted to relay what a great job R3 Andrew Tapia did on this crash. It was a jack-knifed tractor pulling a dumpster in the grass with a fuel leak. He was very effective and efficient in communicating with Fire-Rescue and local PD on scene, then back to TMC to get critical information to Roadway Maintenance and STARR vendor. We quickly knew the nature and quantity of the fuel spill and were able to get Roadway to request the appropriate fuel pump equipment needed in a timely manner. He further worked with the first responders on scene to clear the lane ASAP since the truck was in the grass. Once he asked FHP and Miramar to clear the lane, the queue cleared very quickly. He then set up on the shoulder and continued to work the event. Andrew did a fine job working the scene and communicating back to TMC early and often.*

- Mike Washburn commended Josean Melendez in a note to his manager:

  *Please relay our appreciation for proactive and effective efforts by Romeo 12 - Josean Melendez. He was our Road Ranger at SR 91 MP 301 NB crash yesterday afternoon, and when given the green light, he used his push bumper to move the crash vehicles to the median - opening up a lane- then quickly returned to set up right lane closure. He then proceeded to sweep debris from roadway within the closure. His efforts helped decrease customer delays and quicken overall clearance. Thanks.*

- Customer Patti Powers wrote Turnpike PIO Chad Huff regarding Roger Umfress:

  *This is a note of commendation for a Road Ranger. On Sat., July 4th, at approximately 5 - 6 pm, I was traveling north on the Turnpike near the Okeechobee exit when a tire blew and sent tread flying all over the highway. In a matter of minutes, a Road Ranger was there to assist me. The young man who helped me was the most courteous, professional, helpful person I have encountered in a very long time. Although I lost the card he gave me, I want to be sure he is recognized.

  I can’t say enough about his helpful, calming manner and the swiftness with which he completed changing my tire. In these times it seems there is very little true customer service; however this young gentleman should be an example for anyone in this position. I was assured that you, Mr. Huff, will see to it that this letter will become a part of his file and brought to his supervisor’s attention. Thank you.*
**Quick Clearance in Action**

- Turnpike Road Rangers are trained in and practice quick clearance practices on a daily basis. The photos below are a great example of a Road Ranger arriving on a scene and using all his available tools to quickly clear a vehicle crash.

**Road Ranger Crashes**

- Working on the side of a limited-access, high-speed highway is one of the most dangerous professions. Our Florida Highway Patrol, law enforcement, fire rescue, tow operators and State Farm Safety Patrol Road Rangers face danger on a daily basis as a front-line emergency responder attempting to render assistance and aid to crash victims and stranded motorists.
Road Ranger Crashes (continued)

On September 15, 2015, the worst possible tragedy occurred when nine-year Road Ranger veteran Andres Garcia was struck and killed while on scene of a crash with FHP. Regardless of traffic laws that are designed to increase safety for emergency responders, these tragedies and minor crashes happen much too often for responders of all disciplines. Every incident is reviewed and learned from as that safety continues to be the priority. Mr. Garcia’s tragic incident notwithstanding, our Road Rangers were involved in eleven minor crashes in 2015:

- On January 3rd, while walking towards a wrong-way auto on the shoulder, Romeo 2 was struck by the car as it pulled away. He did not sustain an injury.
- On January 23rd, Romeo 1 had just finished assisting a motorist on 821 SB MP 15. Then, while traveling SB at approximately 10 MPH, his truck was rear ended. There were no injuries and the truck sustained minor damage and remained in service.
- On January 31st, Romeo 8 was parked on the right shoulder with his lights activated and arrow up displaying caution while finishing up a call. A vehicle ran off the roadway and stuck the truck’s left mirror and front fender. There were no injuries. The truck was pulled from service for repairs.
- On January 31st, Romeo 8 was parked on the right shoulder and his truck was struck by a passing pick-up truck. He was not injured and moderate damage to the truck.
- On June 27th, Romeo 2 was on scene of a lane blocking crash when his vehicle was struck from behind. There were no injuries and minor damage to the truck.
- On July 3rd, Romeo 8 was on the right shoulder assisting a disabled box truck when the truck backed up into Romeo 8’s truck and left the scene. Romeo 8 was not in the truck and was not injured. There was minor damage to the front of the truck.
- On August 23rd, Romeo 3’s IRT truck was rear-ended at MP 45 SB. Road Ranger Andrew Tapia reported that he was traveling in the right lane and the vehicle drove into the back of his truck. There were no injuries and the truck remained in service.
- On August 30th, Romeo 2’s truck was struck by a passing car while providing MOT at a crash scene. He was not injured and the truck sustained only minor damage.
- On October 9th, Victor 1’s truck struck a vehicle while enroute to a crash scene. There were no injuries or loss of service.
- On December 15th, Romeo 5’s truck struck a vehicle which crossed into his path. There were no injuries and minor damage to the truck.
- On December 18th, Romeo 4’s truck was struck on the left shoulder by a passing car. He was not injured, but the truck did sustain moderate damage.

While two of these crashes did involve the Road Ranger truck being the striking vehicle, the majority of the remaining nine involved the Road Ranger truck being struck while on the shoulder, despite the use of proper utilization of MOT devices behind the truck. However, when one considers eleven incidents over the course of 87,000-plus operational hours and one million-plus miles traveled, it is evident that our Road Rangers practice defensive driving techniques and do everything possible to avoid a crash. Florida Turnpike Services managers, with input from Turnpike IM managers, are very proactive in developing lessons learned from each incident or near-incident and implement steps to improve operator safety.
ROAD RANGER SAFETY PATROL

Road Ranger Safety Service Patrol Vendor Performance Evaluations

FTE routinely evaluates construction and maintenance contractors on an annual basis using a standard FDOT Contractor Field Performance Report. As the Road Ranger Safety Service Patrol (RRSSP) function does not fit neatly into the construction/maintenance format, Turnpike IM staff adapted the report form to fit the functions of the Road Ranger program.

Turnpike IM team members who are familiar with the program’s operation, i.e. Florida Highway Patrol, Turnpike Traffic Management Centers, Maintenance Roadway Zone Managers, the IM Administrative Manager and the IM Field Operations Manager conducted the performance evaluation. (See Attachment B, page 70). Evaluators rated only those aspects of the program of which they had a working knowledge of. The individual ratings were combined to arrive at a composite score. The overall score of 87.2 reflects a strong “Good to Excellent” grading, an overall satisfaction with the program and is an improvement over last year’s score of 83.6.

Vendor: Florida Turnpike Services, LLC
Evaluation Period: June 1, 2014 through May 31, 2015

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<tbody>
<tr>
<td>Score</td>
<td>80</td>
<td>100</td>
<td>94</td>
<td>97</td>
<td>80</td>
<td>82</td>
<td>-</td>
<td>87.2</td>
</tr>
</tbody>
</table>

Scoring scale:

- 100 – Outstanding
- 90 – Excellent
- 80 - Good
- 70 - Satisfactory
- 60 – Unsatisfactory
- 30 – Poor

Raters were also asked to add comments to their scores. Examples of the comments are:

- Road Ranger Operators are well trained and competent regarding incident scene safety, motorist assistance and quick clearance
- We see excellent examples from several Road Rangers of quick clearance initiatives. Several others may need additional or continued training
- Timing of MOT setup for DAVs is always an issue. Limiting time on shoulder and at stops is to be monitored continually
- Very detailed manual log sheets. Some discrepancy still with electronic records/entry into computer
- Turnpike Program is often highlighted and achieves positive actions and results for FDOT
- Believe majority of Road Rangers are competent and perform well. Still hear of operator from time to time not abiding by Quick Clearance goals and training, or not doing expected job
- Generally very responsive, knowledgeable and helpful
Turnpike Road Ranger Program Featured in FDOT Newsletter


Road Rangers: Unsung Heroes of the Roadway

By Michael Washburn, Florida's Turnpike Incident Management Program Manager

Florida’s Turnpike Road Ranger Wesley Martin had just pulled into the Pompano Beach Service Plaza on March 19, 2015, anticipating his morning break when he spotted the vehicle. A 2011 white Buick Enclave matching the license tag of the just-dispatched Silver Alert Bolo (Be On the Lookout) from the transportation management center (TMC) was parked alongside the service station’s gas pump islands, the driver was about to get back into the vehicle. Wesley immediately pulled in front of the SUV, and got out to address the 85-year-old gentleman who had been reported missing from Edgewater in Volusia County the night before.

“I just wanted to start a conversation with him at first to see how he was doing,” Wesley, a 10-year Turnpike Road Ranger veteran said. “It was immediately clear that he was lost and unsure of his surroundings, so I just kept talking to him until FHP (Florida Highway Patrol) was able to arrive.”

This was the second successful Silver Alert recovery that Wesley has made for the Florida Department of Transportation (FDOT) in a Safety Service Patrol Road Ranger. As a whole, the Turnpike Road Ranger program has contributed to six successful Silver Alert recoveries.

Often the overlooked, taken-for-granted responder on Florida’s Turnpike roadways, Road Rangers risk danger each day to provide customer services that help thousands of individual motorists as well as provide scene safety and security to other emergency responders at scenes of crashes or other hazards. Turnpike Road Rangers, covering 420 miles of the Turnpike statewide system, provided nearly 147,000 assistance activities in 2014, and more than 75,000 so far in 2015.

Specialized and targeted training is essential to preparing Road Rangers for safety and success. Florida’s Turnpike attempts to accomplish this through several training concepts.

Florida’s Turnpike requires all of its Road Rangers to complete Turnpike-specific incident management training that focuses on safe response, customer service, and interaction, maintenance of traffic, and safe, quick clearance. Training topics include the newly revised Florida’s Open Roads Policy, expedited vehicle removal, and a module on customer service is also included. Road Rangers attend with a cross-section of peer responders, including TMC supervisors, managers, and operators, specialty towing, and Roadside Repair Services (STARR) personnel. The three-hour sessions include both classroom and field work. This training is in addition to specifications and requirements stipulated in the Road Ranger contract. Road Rangers must complete the training as soon as possible from the beginning work on the Turnpike. As always, safety is the priority.

Florida’s Turnpike, as have other responder agencies, has seen an increase in Road Ranger vehicles being struck by other drivers while providing service. In 2014, Turnpike Road Rangers were involved in seven crashes. In the first six months of 2015, that number has already reached six involved crashes. In all cases, other drivers were found to be at fault and typically due to distracted or impaired driving.

Road Ranger training is not all focused on roadway situations. All Turnpike Road Rangers are required to complete at least four hours of TMC observation training. This training puts the Road Rangers in TMC operators’ shoes, monitoring the roadway for hazards via closed-circuit television cameras and communicating with multiple stakeholders for dispatching and response. Road Rangers better understand the importance of communication to the TMC and the informational data needed from the roadway so operators can provide updated and accurate travel information.

Safety is the common denominator in all training and performance aspects for the Road Ranger program. Like other roadway responders, the FDOT Road Rangers work in an inherently dangerous environment and setting. Continuous training, goals, and initiatives should always be explored for the benefit of the program and each individual Road Ranger.

For information, please contact Mr. Gordin at (407) 264-3316 or e-mail to Eric.Gordin@dot.state.fl.us.

***
Quick Clearance – Turnpike Road Ranger Style II

Romeo 10 attaches tow strap to overturned truck and drags it to the shoulder in Osceola County

And the lanes are clear
Still More Road Ranger Commendations

- TMC ATIS Michele Gustafson recognized Henry Druckenbrod and Roger Umfress:
  
  I would like to recognize Henry Druckenbrod for his hard work and efficiency. Henry is one of our best Road Rangers. I know when he is working, I will have no worries in his zone. He has a great attitude and is always willing to assist any calls that he is dispatched to. He is quick and efficient and always sets up his MOT properly. He is professional and uses plain language on the radio which makes our job easier especially when we are busy in the TMC.

  I would also like to recognize Roger Umfress for his hard work and professionalism. Roger always communicates information clearly and professional over the radio. Not only does he respond to his calls in a timely manner but he usually handles the calls quickly and is able to head to the next call right away. He is another Road Ranger that can be counted on to provide accurate information and help clear lanes safely. He follows MOT standards and can be trusted to provide safety for himself and our customers.

- Sergeant Randall D. Krauss, FHP recognized the actions of Chris Hogan and Jeremy Walker

  I want to take a minute to recognize Jeremy Walker and Chris Hogan for a "Job Well Done" today at the Lake Worth Plaza. A motorist, "Christina", stopped at the service plaza because she could hear a cat meowing from the engine compartment of her vehicle as she was traveling from Ft. Lauderdale to Gainesville. The attendant at the Shell station, Jeremy Walker located the kitten in the engine compartment and summoned the assistance of the Road Ranger, Chris Hogan. Together they were able to successfully rescue the kitten, which was promptly adopted by the motorist.

  It is a pleasure to work with dedicated employees that go above and beyond the normal scope of their duties. Obviously drawing spectators to the rescue attempt, it shows a good reflection on the Turnpike employees as being willing, ready and able to assist motorists at every need. Please help me to recognize these two employees, Jeremy Walker and Chris Hogan, for their commitment to serving the public.

- And TMC Manager Alex Mirones wrote concerning Omar Buitrago:

  I would like to commend R10 Omar Buitrago for his exemplary efforts this morning, Dec. 9, 2015. At 8:29 AM, R10 called in a rollover crash on SB Turnpike MP 216 just south of the large truck turnaround beyond the large grassy area. TMC relayed exact location information to FHP Dispatch and provided our CCTV images to them. Omar safely stopped and quickly approached the vehicle to find an elderly woman still trapped in the vehicle. With the aid of some good Samaritans, who also stopped, R10 was able to help the woman out of the vehicle to safety. Osceola Sherriff's Deputies and Fire-Rescue arrived shortly thereafter. Omar then setup additional MOT for the left lane blockage to protect the first responders' work zone.

  All this time R10 was providing TMC with timely updates which aided in the quick response by first responders by providing accurate location for their arrival. Tri-County then arrived to recover the vehicle at 9:10 AM after being dispatched at 8:36 AM. Omar did a great job this morning and should be commended accordingly.
Florida’s Turnpike Enterprise
Road Ranger Safety Service Patrol

Vendor Performance & Professionalism Evaluation
Evaluation Period: From 06/01/14 to 05/30/15

Vendor Name: Florida Turnpike Services
Rater representing:
FHP Captain
Turnpike TMC Manager: K. Kinney
Roadway Zone Manager
IM Administrative Manager
IM Field Operations Manager

Date: ______________________

Grading scale:

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Outstanding</td>
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<tr>
<td>9</td>
<td>Excellent</td>
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<tr>
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<td>Good</td>
</tr>
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<td>6</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>5</td>
<td>Poor</td>
</tr>
<tr>
<td></td>
<td>n/a - not applicable or don't know</td>
</tr>
</tbody>
</table>

1. Operator performance and competency Comment: ______________________
2. Operator response and service with motorists Comment: ______________________
3. Operators follow scene safety guidelines Comment: ______________________
4. Operators follow Quick Clearance practices Comment: ______________________
5. Operator and TMC communication/cooperation Comment: ______________________
6. Condition of trucks and equipment Comment: ______________________
7. Attitude and responsiveness of management Comment: ______________________
8. Extent and clarity of records and documents Comment: ______________________
9. Overall quality control and compliance with contract Comment: ______________________
10. Cooperation with Department personnel Comment: ______________________

Total: ______________________

Rater Initial: ________________

Instructions:
- Only rate items of which you have knowledge. Otherwise enter N/A.
- Rate the vendor performance in your geographic area
- Comments for each item rated are helpful and appreciated.
RAPID

INCIDENT

SCENE

CLEARANCE
Rapid Incident Scene Clearance (RISC)

RISC Program Details

RISC is Florida’s Turnpike’s heavy-duty towing and recovery Rapid Incident Scene Clearance program and is a critical component of the Traffic Incident Management Enhancement program. Developed and implemented in 2004 by the Turnpike to reduce the impact of major traffic incidents, RISC helps meet Florida’s Open Roads Policy goal of clearing the roadway of crashes in 90 minutes or less. A statewide incentive-based program, RISC, implemented for clearing large vehicle crashes, pays monetary bonuses of $600 to $3500 to qualified participating tow companies for meeting stated quick clearance goals.

To participate in the program, towing and recovery companies must meet equipment and training standards developed to ensure safe and efficient clearance of major incidents. Once activated by the TMC, recovery contractors are to respond to the scene within 60 minutes 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, primary contact for FHP and hub of incident management communications.

From the program’s inception through 2015, there have been 767 activations, operating at a 94.4 percent success rate in incidents where the vendor was given a Notice to Proceed (NTP) and made its contractual clearance time. The number of activations in 2015, 70, was equal to the program average of 70, and shows the steady increase of events over the last five years (a 66% increase since 2010).
2015 RISC Performance

- In 2015, there were 70 activations with a 44.2 minute average response time and 60.6 minute average clearance time. The first wrecker average arrival time was 33.2 minutes. The 2015 on-time arrival rate was 94% and the clearance rate for incidents with NTP was 93 percent.

Arrival, Notice to Proceed and Total Incident times were all lower than 2014. Total Incident times were slightly greater than average from program inception. Clearance time was about three minutes greater than 2014.

Six incidents had activation times more than 60 minutes, most of which involved an extended decision-making on the need for RISC. Average time for these five events was 76.5 minutes.

One incident has an extended late arrival of 86 minutes.

Eleven incidents had extended Notice to Proceed times, with an average of 110 minutes. These were due to the circumstances involved in each of the event, such as fatalities involved, HazMat and/or flammable materials.

Five incidents had clearance times exceeding 90 minutes, averaging 182 minutes each. These incidents involved overturned tractor trailers, each with a large debris spill area.

Five 2015 RISC events occurred in the area with extended allowable response times (MP 190 to MP 240), averaging 55 minutes for the first wrecker arrival and 62.4 minutes for the RISC package arrival.

While there was a marked improvement in the vendors’ performance from 2013 through 2015, a continuing effort will be made in 2016 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 NTP times wherever possible.
RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Performance 2013-2014-2015-Program

**Turnpike RISC Program Featured in FDOT Newsletter**

RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Event # 1
Location: SB TPK MP 121
Date/Time: 01/07/15 09:28am
Description: Car Carrier tractor trailer fire
Effect: All Lanes Blocked SB
Completion: All Lanes re-opened 12:25 p.m.
Vendor: Open Road Recovery

RISC Bonus
The RISC program pays incentive bonuses to the contractors for:
- Emergency mobilization, response and arrival of one wrecker within 45 minutes and all three trucks and complete team within 60 minutes.

<table>
<thead>
<tr>
<th>YEAR</th>
<th>EVENTS</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>70</td>
<td>$185,800.00</td>
</tr>
<tr>
<td>Program</td>
<td>767</td>
<td>$1,885,000.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BONUS TYPE</th>
<th>VENDORS PAID 2015</th>
<th>VENDORS PAID PROGRAM</th>
</tr>
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<tbody>
<tr>
<td>$600 Arrival</td>
<td>3</td>
<td>50</td>
</tr>
<tr>
<td>$2500 Clearance</td>
<td>60</td>
<td>622</td>
</tr>
<tr>
<td>$1000 Extra Eqp</td>
<td>34</td>
<td>300</td>
</tr>
</tbody>
</table>

Bonuses Paid to RISC Vendors

Note that the company may be required to pay liquidated damages to the Turnpike for poor performance, delay, or failure to open travel lanes after 150 minutes. Since inception of the RISC program, liquidated damages have been assessed on only one occasion. The company also remains responsible for billing the owner of the wreckage (responsible party) for all recovery, clearance, towing and potential storage fees.
2015 RISC Vendor Performance

Once on scene, the performance of RISC vendors varied according to the circumstances involved in the incident clearance. However, because of the varying geographical areas and varying number of calls per vendor, it is difficult to directly compare one vendor to another. RISC vendors received between 1 (American) and 18 (Open Road Recovery) activations for 2014 with an average number of 8 calls per vendor.

To gauge overall vendor performance, we assess the two incident performance measures over which the vendor has the most control: response and clearance times. Average response times varied from 38.1 minutes for SIRT to 51.5 minutes for Stepps. Average clearance times ranged from 35.8 minutes for Car Store to 116.0 minutes for SIRT. The shortest average response plus clearance time (76.7 minutes) was achieved by Car Store; J & J had the longest (153.0).

Six of the eight vendors activated had 100 percent on-time arrivals to RISC incidents; the 2015 program average is 94 percent. Vendors earned an incentive bonus for 60 of the 70 activations, 89 percent (3 not used to clear). Of the seven activations where no incentive was paid, two were for late arrival time, three were for long clearance time (after making arrival time) and two were for late arrival and long clearance times.

The Turnpike is divided into four zones for Roadway Maintenance purposes. A RISC response breakdown is shown by Roadway Zone. In 2015, Zone 3 had the most RISC activations with 26 and Zone 4 had two.
RISC Vendors

- RISC vendors are selected through an open invitation to negotiate (ITN) process. The prospective vendor’s application is reviewed, equipment is inspected, and operator certification verified prior to acceptance. Once approved, the vendor is added to the RISC callout list. Should multiple vendors be approved for the same 10-mile roadway segments, a rotation system is implemented for TMC dispatch. Vendor coverage areas are illustrated below:

The RISC program operates with joint participation of Florida’s Turnpike and FHP Troop K.
**RISC Location Distribution**

As seen below, the segment with the highest number of RISC activations (61) since the program's inception is Milepost 250 to Milepost 259 (also includes eight miles of SR 528) in Orange County.

### RISC Activations by Segment

<table>
<thead>
<tr>
<th>Location</th>
<th>RISC Activations - 2015</th>
<th>RISC Activations - 2004 - 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suncoast Pkwy 13.56-66</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Vets Expwy &amp; Spur</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Veterans Expressway SR80-</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Polk Parkway</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Seminole Expressway</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Western Beltway Expresswy</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Southern Connector Ext</td>
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<td>1</td>
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<tr>
<td>Sawgrass Expressway</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Mainline 300-308</td>
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<td>2</td>
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<tr>
<td>Mainline 290-299</td>
<td>14</td>
<td>14</td>
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<td>Mainline 280-289</td>
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<td>31</td>
</tr>
<tr>
<td>Mainline 270-279</td>
<td>31</td>
<td>31</td>
</tr>
<tr>
<td>Mainline 260-269, E W Expwy</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Mainline 250-259, Beachline</td>
<td>61</td>
<td>61</td>
</tr>
<tr>
<td>Mainline 240-249</td>
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<td>21</td>
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<td>Mainline 230-239</td>
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<td>Mainline 180-189</td>
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<td>Mainline 95-99</td>
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<td>Mainline 85-89</td>
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<td>Mainline 65-69</td>
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<td>HEFT/Mainline 40-49 &amp; 1pur</td>
<td>49</td>
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<td>HEFT 31-39</td>
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<td>31</td>
</tr>
<tr>
<td>HEFT 0-9</td>
<td>31</td>
<td>31</td>
</tr>
</tbody>
</table>

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**RISC Event # 33**

**Location:** SB TPK MP 167

**Date/Time:** 05/27/15 03:27am

**Description:** Tractor Trailer vs. Box Truck Rollover

**Effect:** Left Lane/Shoulder Blocked SB

**Completion:** Re-opened 05:23 p.m.

**Vendor:** Open Road Recovery
STARR Program Details

In June 2009, FTE implemented an innovative program to address its customers' towing and repair needs. Under this unique program, the Turnpike is segregated into eleven coverage sectors, designated by mile posts with towing and roadside repair contracts awarded to seven area contractors. The STARR contract is cost-neutral for FTE, and requires the tow contractors to respond to FHP-dispatched calls within 30 minutes or less in urban areas, and within 55 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 regular basis, and each contractor is expected to meet their performance standards.

New contracts, including two new sectors for the Veterans Expressway and Suncoast Parkway (Toll 589) in Hillsborough County and the ten sectors along the Turnpike Mainline, were advertised for a December 1, 2014, implementation using the RFP process. Two additional contracts were awarded for Sectors 3a and 5 in April and November 2015. All contracts are one-year agreements, with four possible one-year renewals.

The STARR program is a key component of Turnpike’s efforts to increase travel time reliability and improve customer service and safety. The Towing and Recovery Association of America certifies STARR operators who receive training to work safely under high-speed traffic conditions. STARR facilities and wreckers are regularly inspected by IM personnel to ensure compliance with STARR specifications, and authorized vehicles are identified by an FTE decal.
STARR operators began distributing a revised customer feedback card during the month of April. A postage-paid comment card, updated Information on the program and “eye-catching graphics were all part of the new brochure.
STARR Vendors

STARR vendors operating from January 1, 2015 through December 31, 2015 under contracts awarded in December 2014 and in 2015 are listed below:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Sector</th>
<th>Roadway</th>
<th>Begin MP</th>
<th>End MP</th>
<th>Mileage (approx.)</th>
<th>Max Class A Response (minutes)</th>
<th>Max Class B/C Response (minutes)</th>
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<tbody>
<tr>
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<td>HEFT</td>
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<td>43</td>
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<td>0</td>
<td>22</td>
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<td>20</td>
<td>45</td>
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<tr>
<td>SIRT</td>
<td>2b</td>
<td>HEFT/SPUR/Mainline</td>
<td>43</td>
<td>75</td>
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<tr>
<td>Priority</td>
<td>3a</td>
<td>Mainline</td>
<td>75</td>
<td>116</td>
<td>41</td>
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<td>45</td>
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<tr>
<td>Sisters Towing</td>
<td>3a</td>
<td>Mainline</td>
<td>75</td>
<td>116</td>
<td>41</td>
<td>29</td>
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<tr>
<td>Tri-County Towing</td>
<td>3b</td>
<td>Mainline</td>
<td>116</td>
<td>152</td>
<td>36</td>
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Customer Brochure/Comment Cards

An information brochure, which includes a postage-paid comment card, is distributed by tow operators to customers on STARR calls. The comment card (see above) uses a rating scale of 1 to 5, with 5 being very satisfied. The majority of the customers who returned a card rated their experience a “5”, showing they were very satisfied with their experience with the tow operator and or office. In addition to giving a numerical score (1 to 5, with 5 being very satisfied), the comment card also gives the customer an opportunity to add an additional statement.

Since the inception of the Comment Card in 2011, 1,647 responses have been received and all but two have been positive.
2015 STARR Performance Summary

2015 was another dynamic year for the STARR program, with the greatest number of calls since 2010 and the highest annual on-time percentage rate since program inception. New STARR vendors, Sisters in Sector 3a and Crockett’s in Sectors 7a/7b (97% and 91% respectively) performed at high levels, and original vendors Excalibur and SIRT also performed at high levels (93% and 95% respectively) in very busy sectors.

For calendar year 2015, STARR vendors responded to 7,249 FHP-dispatched calls. Vendors met the required quick-response timeframes 92.3 percent of the time, with an average response time of 20 minutes, 15 seconds. This compares favorably to the program average of 88.8 percent on-time and favorably to the program average response time of 20 minutes, 04 seconds over 47,109 calls. It should be noted that due to the continuing hard work of and dedication of all the vendors involved in the program, the on-time percentage in 2015 was three points higher than the program’s average on-time percentage (92% to 88%).
Turnpike STARR Program Featured in FDOT Newsletter


STARR Program Update for Florida’s Turnpike

By Eric Gordin, Florida’s Turnpike Enterprise

In December 2014, Florida’s Turnpike Enterprise (FTE) executed new Specialty Towing and Roadside Repair (STARR) contracts that provide dedicated and expedited tow response to all Florida Highway Patrol (FHP) Troop K needs. Though the STARR program was originally initiated on the Turnpike Mainline in 2009, the 2014 contracts expanded the program for the first time to the Toll 595 corridor, Veterans Expressway, and Suncoast Parkway in the Tampa region.

Under STARR, the Turnpike Mainline, the Homestead Extension of Florida’s Turnpike, the Sawgrass Expressway, and starting on December 1, 2014, the Veterans Expressway/Suncoast Parkway are segregated into 11 coverage sectors designated by mile posts with towing and roadside repair contracts awarded to area tow contractors. Since the start of the STARR program in 2009, tow vendors have operated at an 88 percent on-time success rate with a 20 minute, 02 second response time for just under 40,000 events.

The STARR contracts are cost-neutral for FTE, and require tow contractors to respond with light-duty wrecker to FHP-dispatched calls within 30 minutes or less in urban areas and 45 minutes in rural areas. The contract also calls for the vendor to dispatch a heavy-duty wrecker should the circumstances of the event call for one. Contracts are performance-based, requiring adherence to contractual response times and provision of high-level customer service and safety. Performance is measured and communicated to the contractors on a regular basis, and each contractor is expected to meet their performance standards. Changes to a contractor’s Operations Plan can be agreed to and made according to the contractor’s ability to meet these standards. Six different STARR vendors were selected through a competitive Request for Proposal process to provide service in the 11 defined sectors. Each awarded contract is incentivized as a one-year contract with up to three one-year renewals, depending on performance.

The STARR program is a key component of FTE’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 who receive training to work safely under high-speed traffic conditions. STARR service wrecker and facilities are regularly inspected by FTE personnel to ensure compliance with STARR specifications, and authorized STARR service vehicles are identified by an FTE declal.

For calendar year 2014, STARR vendors responded to 6,430 FHP-dispatched calls. Vendors met the required quick-response time frames 88 percent of the time, with an average response time of 21 minutes, 13 seconds.

For information, please contact Mr. Gordin at (407) 264-3316 or e-mail to Eric.Gordin@dot.state.fl.us.
Vendor Performance Evaluations

Each vendor’s performance was evaluated for the period of December 1, 2014 through September 30, 2015 utilizing a uniform evaluation that was developed to rate STARR vendors. The evaluation consisted of three parts: Performance and Professionalism, Response Times, and Customer Service. The Performance and Professionalism portions of the evaluation are modeled after the standard Turnpike Contractor Field Performance Report, with ten items specific to the STARR program.

Evaluations of each vendor’s performance were conducted by major stakeholders in the plan: Turnpike IM Specialist, FHP District Captains, FHP Regional Communications Center Manager, TMC Managers, Turnpike IM Program Manager, Roadway Zone Managers and the STARR Contract Administrator. Where applicable, the raters utilized input from their staffs that work with the vendors on a regular basis. Scores for each vendor were combined to determine an overall average score.

An overall average score of 93.8 was achieved by all the vendors evaluated, showing that the program is favorably viewed by all its stakeholders and they consider it to be “excellent”.

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Florida’s Turnpike Website

Continued transparency is provided to our customer by highlighting the aspects of the for-fee STARR program services and by posting the contractual STARR rate information on the FTE website.

Customers can access the Motorist Assistance Guide, as well as review the maximum tow rates and associated fees. This has contributed to the absolute minimum number of customer complaints over the last three years.

http://www.floridasturnpike.com/tools_motoristassistanceguide.cfm
Quick Clearance – Turnpike STARR Style

Tri-County arrives on scene and starts to work on clearing the overturned vehicle.

And the lanes are clear.
STARR Operator Qualifications, Training and Certification

STARR Operators must meet basic age and licensing qualifications, be drug-free, have a safe driving record, and successfully clear a Florida Department of Law Enforcement (FDLE) background check. When requested, FHP Troop K Command Staff makes recommendations on operator suitability for participation in the STARR program and these recommendations are followed. Turnpike staff maintains individual files on operators permitted to work on the STARR program. STARR Operators continue to receive the 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 Position
- Proper Loading & Securing and axle weight distribution
- Traffic Control Devices
- Up-righting vehicles
- Emergency Light use
- Safety procedures for high-speed, limited access roads
- Traffic Incident Management – including quick clearance practices

Each STARR Operator is required to obtain, within the first six (6) months of service, National Driver Certification from the Towing and Recovery Association of America (TRAA) for Level I Light Duty Towing and Recovery. TRAA is the only national Association representing the towing and recovery industry. During 2015, thirty nine STARR operators received or renewed their TRAA certification.