

**Attachment II**  
**Road Ranger Service Patrol**  
**Standard Operating Guidelines**

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## **1.0 Introduction**

The Florida Department of Transportation, hereafter referred to as the Department or FDOT, desires to provide Road Ranger Service Patrol services to motorists stranded with disabled vehicles within District Four on the entire I-95 (State Road 9) corridor in Broward County from the Miami-Dade County line to the Palm Beach County line including the 95 Express Lanes; portions of the I-595 (State Road 862) corridor from I-75 (State Road 93) to NW 136th Avenue and from State Road 7 (US 441) to Port Everglades; and the entire I-75 (State Road 93) corridor from the Miami-Dade County line to Mile Marker 52, west of the Alligator Alley Toll Plaza, including the I-75 Express.

The Road Ranger Service Patrol services, as outlined in their Road Ranger Service Patrol Standard Operating Procedures and as agreed to in the Open Roads Policy, shall also include assisting the District Four Regional Transportation Management Centers (RTMCs) with traffic and incident management to reduce traffic congestion and delays caused by non-recurring events.

The services to be provided shall include, but not be limited to, patrolling I-95, I-75 and I-595, clearing disabled vehicles from travel lanes, changing flat tires, jump-starting batteries, removing minor non-hazardous spills and debris from the highway, and assisting the Florida Highway Patrol (FPH) and the Severe Incident Response Vehicle (SIRV) during incidents.

### **DESCRIPTION**

This Standard Operating Procedures is produced to provide the Service Patrol Vehicle Operators with information for correctly performing their job responsibilities. It contains sections on the General Requirements of this position, Safety, Radio Communications, Reports, Supervision, and Training.

## **GLOSSARY**

**AVL:** Automatic Vehicle Location

**Beat/Sector:** The specific section of the roadway on which a Road Ranger is to execute the Contract scope of services during his/her shift.

**Contract:** The agreement by the CONTRACTOR to meet or exceed the requirements of this document in its entirety, including any portions prior to this Exhibit and any appendices attached hereafter.

**CONTRACTOR:** The party with whom the DEPARTMENT has entered a formal Contract document. Also referred to as "CONTRACTOR".

**Corridor:** Any freeway in District 4, including all on-ramps and off-ramps providing access to and from said freeways. The Interstate 595 corridor shall also include all DEPARTMENT or RTMC requested assistance for State Road (SR 84).

**Express Lanes:** Toll lanes located in FDOT District Four with connections to the regional express lanes network.

**DMS:** Dynamic Message Sign(s).

**FDOT or DEPARTMENT:** Florida Department of Transportation; including the Department Project Manager for this Contract.

**FHP:** Florida Highway Patrol

**IM:** Incident Management

**LEO:** Law Enforcement Officer

**ORP:** Open Roads Policy; See Appendix F herein.

**Operator:** See Service Patrol Vehicle Operator.

**RTMC:** Regional Transportation Management Center. Any reference to the RTMC is an operation supported by the DEPARTMENT.

**Road Ranger Service Patrol:** The name of the FDOT program, which offers free roadside assistance to motorists and other services as described herein.

**SIRV:** Severe Incident Response Vehicle program.

**Service Patrol Vehicle:** All vehicles, as required and described herein, which shall by contract be provided and maintained by the CONTRACTOR, that are to be utilized to meet the Scope of Services of this Contract.

**Service Patrol Vehicle Operator:** A hired driver or employee of the CONTRACTOR; possessing all required license; trained by the CONTRACTOR as a driver / operator of the CONTRACTOR'S vehicles and has satisfactorily completed the FDOT District Four online Road Ranger training program; also referred to as Operators.

**Service Patrol Vehicle Operator Supervisor:** Also referred to as Supervisor; see Section 3.4 of the Scope of Services.

**SLERS:** Statewide Law Enforcement Radio System. A common communications system (radio) for State Law Enforcement, authorized by the Florida Legislature for the Department of Management Services.

**SOP:** Road Ranger Service Patrol Standard Operating Procedures

**TIM:** Traffic Incident Management

## **MISSION**

**Service Patrol Mission:** Provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders.

**RTMC Mission:** Lead an integrated operation to proactively monitor and control the surface transportation system within FDOT District Four.

**Open Roads Policy:** It is the goal of all responding agencies that all incidents be cleared from the roadway within 90 minutes of the first responding officer. Refer to Appendix F herein for the full description of the policy.

## **2.0 Safety Rules and Requirements**

### **DESCRIPTION**

Service Patrol Vehicle Operators shall follow the following safety rules and general requirements.

### **RULES**

#### **Driver Safety**

All Service Patrol Vehicle Operators will wear their seat belt while operating a Service Patrol Vehicle.

#### **Driving Safety**

Obey all traffic laws regarding vehicle movement, lane changes, merging, speed, etc.

Service Patrol Vehicles are not to travel on the shoulders or in high occupancy vehicle (HOV) lanes during normal patrol conditions, unless:

- Responding to a specific emergency request.
- At the direction of law enforcement and/or the RTMC.
- Shoulder usage shall be undertaken with extreme caution at low speeds, ranging from 10 to 15 miles per hour (mph).

Stop on the highway only to provide services described herein.

#### **Scene Safety**

Service Patrol Vehicle Operators should be aware that the nature of their job assignment on interstate highways exposes them to the hazards of moving traffic, traffic congestion, obstructions, and debris. Driving in these conditions is dangerous and always requires attention to traffic conditions. When out of the vehicle, Operators are more vulnerable to injury.

Remain alert and always monitor approaching traffic.

Exercise caution and safety at all times, while on a traffic/incident scene.

When Service Patrol Vehicles are stopped on the shoulder, or behind a vehicle in lanes of traffic, they shall allow a large gap between their vehicle and the vehicle they are servicing to prevent injury. The recommended interval is 30-50 feet.

All Service Patrol Vehicle lighting, including but not limited to warning/strobe light bar, spotlight, flashers and arrow board shall be utilized while on scene during an event.

Warning/Strobe light bars shall be used in conformance with the Florida Motor Vehicle Code and only in the following circumstances:

- When merging or exiting from traffic lanes to an incident site.
- To warn traffic when performing services specified herein.

Service Patrol Vehicle Operators shall:

- Conduct a visual check in the rear-view mirrors and by looking out the windows, before exiting the vehicle for approaching vehicles.
- After exiting the truck, stay away from traffic. Approach vehicles on the non-traffic side for safety.
- Wear required orange safety vests with reflective striping, at all times while outside the Service Patrol Vehicle. Vests must be ANSI Class 3 rating and/or reflective rain suit.
- Always place maintenance of traffic (MOT) before servicing the motorist's vehicle.
- Not turn their back to traffic and always monitor approaching traffic.
- Use extreme caution in moving all disabled vehicles.
- Use all tools, towing devices, and other equipment safely. Safety equipment is provided to prevent injury.
- Take your time. Use caution! Rushing on a scene can lead to injuries. When rushing, you tend not to look up.

During inclement weather, lightning can be dangerous.

- Stay inside your vehicle.
- Avoid wide open areas.
- Avoid trees, utility poles, and light poles.
- Avoid contact with metal (example: guardrails)

Inclement weather and darkness can also reduce an approaching driver's view of objects through their windshield (Rain, worn windshield wiper blades, and glare from headlights and emergency lighting).

### **Requirements**

Service Patrol Vehicle Operators will not possess or consume any alcoholic beverage while on duty. Any Service Patrol Vehicle Operator reporting for duty that shows evidence of having been drinking or being intoxicated will not be allowed to go on duty and operate a Service Patrol Vehicle. Service Patrol Vehicle Operators will not possess or consume any controlled substance while on duty.

No Service Patrol Operator is authorized to carry firearms or other weapons either on their person or in the Service Patrol Vehicle, except for a utility knife or a "Leatherman" type utility tool containing a knife.

**Note: The use of red or blue flashing or revolving lights, or a police siren, is prohibited under this contract and by Florida Statute.**

Service Patrol Vehicle Operators will not accept payment of any type for any type of service rendered.



## **3.0 General Requirements**

### **1. Project Area**

The Project Area is defined as the entire I-95 (State Road 9) corridor in Broward County from the Miami-Dade County line to the Palm Beach County line including the 95 Express Lanes; portions of the I-595 (State Road 862) corridor from I-75 (State Road 93) to NW 136th Avenue and from State Road 7 (US 441) to Port Everglades; and the entire I-75 (State Road 93) corridor from the Miami-Dade County line to Mile Marker 52, west of the Alligator Alley Toll Plaza, including the I-75 Express.

See Appendix A which contains a breakdown of the current requirements for shifts, shift times, number of vehicles required per shift, and the length of the shifts as an example.

### **2. Hours of Service**

Service Patrol Vehicles operating in Broward will operate 24 hours per day, seven days per week, including Department observed holidays for the term of the Contract.

### **3. Service Patrol Vehicle Beats**

Service Patrol Vehicles will normally enter and exit at the nearest interchange, rest area, or designated paved crossovers. Crossing the median shall always be avoided, unless directed to do so by the Department or a Law Enforcement Officer.

### **4. Drop Locations/Emergency Stopping Sites**

Some Service Patrol Vehicle Beats may have designated emergency stopping sites. An emergency stopping site is a designated space on the exit ramps for parking a disabled vehicle if the roadside shoulder is not of sufficient width. In some circumstances, an emergency stopping site may not exist, but the shoulder will be wide enough for dropping a vehicle. The Department will determine these locations with the assistance of the Contractor.

### **5. Beat Adjustments**

The delivery of RRSP services shall be broken down into patrol sectors or “beats” that enable each Road Ranger to operate within their assigned area and reach incidents and/or provide motorist assistance with minimum delay. Each sector shall have specific turn-around locations and shall start and end at specific entrance/exit ramps. Crossing the median may be allowed in emergency situations as defined by the DEPARTMENT or as approved by law enforcement.

With mutual agreement between the DEPARTMENT and the CONTRACTOR, adjustments, additions, or deletion of service areas may be made to better accommodate demand and other DEPARTMENT needs. The DEPARTMENT may also consider service area changes recommended by the CONTRACTOR. Changes to service areas shall be according to the following:

- a) Based on available data, beat configurations may be altered to include active and passive patrols, optimizing beat length for best coverage, response to identified hot spots, incident response times and special events.

- b) Except during times of emergencies, the DEPARTMENT and the CONTRACTOR shall agree to service area changes forty-eight (48) hours prior to the effective date of the change.
- c) If a new "permanent" service area or assignment is added to the Contract, that will increase the total number of hours of service including hiring, training, and getting clearances, the CONTRACTOR will be notified sixty (60) day in advance of the effective date of the change.
- d) The CONTRACTOR may agree to implement services with shorter notice at the time of the original notification.

#### **6. Service Patrol Vehicle Operator Shift Changes**

Service Patrol Vehicle Operators shall not leave their shifts until they notify the RTMC.

#### **7. Maintenance of Service Patrol Vehicles**

The Service Patrol Vehicles shall be kept neat and clean, and shall be maintained in conformance with this Contract, the requirements of the Motor Vehicle Code, applicable Florida Statutes, Rules of the Department of Highway Safety and Motor Vehicles, and applicable County Ordinances.

#### **8. Florida Highway Patrol Towing Service Rotation System**

If a motorist does not request a specified towing service, repair facility, or individuals to assist them, the Service Patrol Vehicle Operator shall contact the Department to request that towing service be provided through the FHP towing service rotation system, OR if a motorist does not have a cell phone, a Service Patrol Vehicle Operator shall allow the motorist to use their cell phone to call \*FHP to request Rotation Towing. The FHP Dispatcher will get the required information directly from the motorist. The Service Patrol Vehicle Operator is required to notify the RTMC that a Rotation Tow has been requested by the motorist. In no case, shall the Operator directly contact a tow provider for services for a motorist.

## 4.0 Service Patrol Vehicle Operator Duties and Responsibilities

### 4.01 Abandoned Vehicles

#### DESCRIPTION

When an abandoned vehicle is observed, the Service Patrol Vehicle Operator shall contact the RTMC and report the vehicle's location, make, color, body type, license plate number, last four digits of the VIN, and whether it is impeding traffic. The RTMC shall provide the information to the FHP.

Service Patrol Vehicle Operators shall visually inspect the interior of the vehicle and report anything unusual or suspicious to the RTMC.

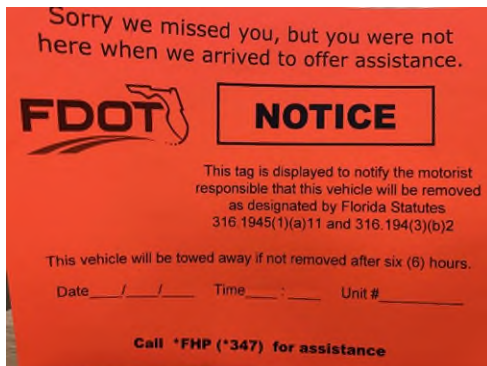
If the abandoned vehicle is impeding traffic, or is a potential safety hazard, the Service Patrol Vehicle Operator shall call the RTMC, to request the assistance of FHP or permission to move the abandoned vehicle to the shoulder.

#### Towing

1. DO NOT communicate to a motorist that they may leave their vehicle without risk of being towed by FHP.
2. By law, the motorist has up to six hours to remove the vehicle provided it is in a safe location.
3. However, FHP may tow vehicles at ANY TIME if it is deemed to be in an unsafe location, looks suspicious, has been vandalized, and/or for construction needs.

#### Reporting Requirement

The Service Patrol Vehicle Operator will notify the RTMC of all abandoned vehicles. The RTMC will create the event in SunGuide. The Road Ranger will annotate the abandoned vehicle tag with the date, time, Service Patrol Vehicle Truck Number, confirmation number, and place on the rear window of the vehicle.



The RTMC may ask for Service Patrol Vehicle Operator assistance with updating the status of abandoned vehicles in the system in cases where the vehicle may not be visible via closed circuit television (CCTV) camera.

## **4.02 Crashes**

When dispatched to a crash call, the Service Patrol Vehicle Operator will respond as quickly as possible. When arriving, they will check for injuries and advise the RTMC.

After reporting to the RTMC, the Service Patrol Vehicle Operator will attempt to remove vehicles from the roadway when no injuries are reported. If injuries are reported, the Service Patrol Vehicle Operator will not move any vehicles.

The Service Patrol Vehicle Operator will then set up maintenance of traffic (MOT) as appropriate to ensure safety on the scene. The Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.

### **Reporting Requirement**

The Service Patrol Vehicle Operator will notify the RTMC of all crashes detected. The RTMC will provide the Service Patrol Vehicle Operator with the event confirmation number following the collection of all necessary information. It is the responsibility of the Service Patrol Vehicle Operator to report any changes in the event to the RTMC, particularly when it involves lane blockage.

Many crash scenes will require the Service Patrol Vehicle Operator to set up MOT (see Section 4.11). For safety reasons, specific guidelines must be followed by the Service Patrol Vehicle Operator when setting up their MOT.

### **Fatality Reporting**

To prevent the possibility of an invalid fatality notification, at least one of the following scenarios will need to take place when handling reports of fatalities:

1. Service Patrol Vehicle Operator confirms report of fatality received from FHP or Fire Rescue on the scene.
2. The RTMC confirms the fatality with FHP via landline.
3. SIRV Unit on the scene confirms fatality.

#### **4.03 Advice to Motorists**

Motorists shall be initially advised, prior to providing services, the following:

- Moving, fueling, servicing their vehicle, or calling a towing service is being provided free of charge as a courtesy by the Florida Department of Transportation.

Once the vehicle is cleared from travel lanes, Service Patrol Vehicle Operators may only attempt minor repairs not to exceed approximately 15 minutes.

Should repairs not prove possible within the 15-minute time frame due to their complexity, the motorist shall be allowed up to three telephone calls of three minutes duration each, using the Service Patrol Vehicle Operator's cellular telephone, to make arrangements for further service, towing, or transportation.

All costs for further service, towing, or transportation must be paid by the motorist. If the motorist requests the assistance of a motor club, the operator will provide the motorist with the use of a cellular phone.

**Under no circumstances shall a Service Patrol Vehicle Operator accept any compensation for services performed under this Contract from a motorist.**

**Under no circumstances shall the Contractor or the Service Patrol Vehicle Operator provide or recommend any towing, repair service, or facility to the disabled motorist.**

#### **4.04 Animals**

After clearing the animal from the travel lane, the Service Patrol Vehicle Operator shall call and report the location, type, and condition of injured or dead animals to the RTMC.

1. Dead animals will be removed by FDOT Maintenance.
2. Live animals, RTMC will contact Animal Control.

#### **4.05 Assistance to Law Enforcement Personnel**

The Service Patrol Vehicle Operator shall assist Law Enforcement Personnel when requested.

Any request by Law Enforcement Officials to assist beyond the limits of this scope of services shall be authorized by the Department. If such an incident occurs, contact the RTMC for further instructions.

Service Patrol Vehicle Operators shall follow the instruction of and obey the orders of Law Enforcement personnel.

On occasion Service Patrol Vehicle Operators may be involved in incidents or witness actions or events that can assist law enforcement in traffic crash investigations or other emergency personnel on-scene with response. Consequently, Service Patrol Vehicle Operators shall honor all requests from Law Enforcement for information or witness statements to assist with traffic crash investigations.

#### **4.06 Assistance to Motorists**

The Service Patrol Vehicle Operators shall provide prompt, courteous, and skillful assistance to motorists as follows:

1. Move the disabled vehicle from traffic lanes.
2. Change flat tires. Note: Some aluminum wheels have steel spares that require special lug nuts.
3. Provide jump-starts.
4. Provide up to one gallon of fuel. If a motorist requests fuel, a Service Patrol Vehicle Operator will request that the motorist attempt to start the vehicle to determine if fuel is needed.
  - a. If vehicle does start, fuel will not be dispensed.
  - b. If vehicle does not start, enough fuel (up to one gallon) will be dispensed to allow the motorist to reach the closest fueling location.
5. Provide water.
6. Assist motorist with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes).

**WARNING!** Do not stand between vehicles! Watch approaching traffic at all times! Monitor traffic while servicing a vehicle under the hood.

**Note: The Contractor or Service Patrol Vehicle Operators shall not charge any fees, accept any gratuities, recommend secondary towing service, or repair/body shops.**



#### **4.07 Clearing, Clean-up, and Debris Removal**

Use appropriate containers to store small debris collected from travel lanes or at the incident sites during clean up. They shall return it to the Contractor's yard. The Contractor will dispose of the collected material at the Contractor's discretion.

Notify the RTMC of any debris or obstructions on the roadway or paved shoulder area too large for the Service Patrol Vehicle Operator to remove. The RTMC will notify FDOT Maintenance. Service Patrol Vehicle Operators shall not be required to handle hazardous material.

The Service Patrol Vehicle Operator will inform the RTMC of the type, and location of debris. If the debris cannot be safely handled by one Service Patrol Vehicle Operator, the RTMC will dispatch a second Service Patrol Vehicle Operator to assist. If necessary, temporary MOT may be set up to safely retrieve the debris. In addition, the Service Patrol Vehicle Operator is required to notify the RTMC if assistance from FDOT Maintenance is required.

#### **4.08 Disabled Vehicles**

Clear lanes of all disabled vehicles encountered in the Service Patrol Vehicle Beat by removing them to the shoulder or Emergency Stopping Sites on an exit ramp.

The Service Patrol Vehicle Operator shall offer services to stranded motorists even if the motorist's vehicle is already pulled out of the travel lane.

Disabled vehicles shall be removed from the travel lanes, with the least delay practicable, by moving them to the shoulder area or emergency stopping site. Use extreme caution in moving all disabled vehicles.

If the vehicle is not able to be moved under its own power, the Service Patrol Vehicle Operator shall contact the RTMC. The RTMC shall contact FHP for rotation towing service, or towing service as requested by the motorist. Motorists may make their own towing arrangements.

Rotation towing service or other towing service requested by the motorist shall be at the motorist's expense. Should a motorist refuse to allow a disabled vehicle to be cleared from the travel lanes; the Service Patrol Vehicle Operator shall contact the RTMC for assistance. The RTMC shall contact FHP and the Service Patrol Vehicle Operator shall setup appropriate maintenance of traffic (MOT) using arrow board, cones, flares, etc. to warn motorists of hazard, and will remain on the scene until FHP personnel arrive. The Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles until directed to do so by the FHP.

All disabled vehicles that are relocated shall be parked with the wheels turned away from the roadway and the parking brake set if possible. If a disabled vehicle is encountered while responding to a crash, the Service Patrol Vehicle Operator will notify the RTMC of the vehicle's location so another Service Patrol Vehicle Operator can respond.

#### **REPORTING REQUIREMENT**

The Service Patrol Vehicle Operator will notify the RTMC of all disabled vehicles detected, including service(s) provided. In the event of an unsuccessful repair, motorists will only be transported during emergency situations following emergency transport guidelines.

During emergency transport of motorist's, the Service Patrol Vehicle Operator will communicate with the RTMC prior to making the transport. The RTMC will then provide the Service Patrol Vehicle Operator with two confirmation numbers. The first will represent the unsuccessful repair and transport for the disabled vehicle. The second will be a cloned event number representing the now abandoned vehicle. The Service Patrol Vehicle Operator will mark the abandoned vehicle with the confirmation number on the abandoned vehicle tag.

#### **Disabled FHP Vehicles**

On certain occasions, it will be necessary to aid a disabled FHP patrol vehicle. Requests made by FHP for Service Patrol Vehicle Operator assistance on the freeway will be handled by the RTMC, and a Service Patrol Vehicle Operator will be dispatched. Requests made by FHP for Service Patrol Vehicle Operator assistance off the freeway will be referred to an FHP designated tow company.

#### **4.09 Emergency Transport of Motorists Disabled Vehicles**

Transport of motorists will only take place in emergency situations and at the discretion of the contractor in accordance with guidelines established by the FDOT.

The Road Ranger shall transport the motorist a reasonable distance off the nearest exit that has facilities. Motorists may be dropped at a nearby gas station, convenience store, or some other location that has a phone. At night, an open business is suggested. The safety of both the motorist and the Service Patrol Operator shall always be considered as a priority during any emergency transport.

## 4.10 Hazardous Material Incidents

Service Patrol Vehicle Operators shall not be required to handle hazardous material but may assist if directed to do so. However, Service Patrol Vehicle Operators may respond to events, not knowing that such a condition exists. On arrival, any hazardous material spills shall be reported immediately to the RTMC.

Remember SAFETY!

Describe the type of spill, amount of spill, and location of the spill, and if it is draining toward the side of the road, or a drainage gutter.

If the spill can be handled safely, fuel, oil, or coolant can be contained with some spill absorbent. Advise the RTMC what action you are taking. [See Vehicle Spill Guidelines, Appendix E.](#)

If possible, stop the leak at the source. Contain and limit the spill from spreading.

Sweep material off the travel lanes.

Apply a second application if necessary.

Severe Incident Response Vehicle (SIRV) Operators will respond to these types of incidents and assess the situation. They have more specialized spill equipment.

SIRV will contact the Department of Environmental Protection if any spills are over 25 gallons and are likely to run into environmental resources like storm drains, lakes, canals, or soil.

DO NOT TAKE ACTION if the spill is on a large scale. Service Patrol Vehicle Operators do not have the resources to make a difference. Service Patrol Vehicle Operators will evacuate the area to the best of their ability. Stay clear of the area. Any ignition source (hot engine, battery, wire short) can ignite it.

DO NOT TAKE ACTION if the Service Patrol Vehicle Operator sees a cloud of smoke or

vapor. Smoke can be a fire about to ignite or could be the release of a hazardous gas or other substance. Service Patrol Vehicle Operators will evacuate the area to the best of their ability. Stay clear of the area. Stay up-wind from the smoke or vapor.

DO NOT ENCOUNTER any unknown liquid spill, solid substance, or gas. Let professionals handle these incidents.

If the vehicle has a placard, sticker, or sign on the front, rear, or side of truck, Service Patrol Vehicle Operators can use the Emergency Response Guidebook in the Service Patrol Vehicle to determine the cargo. Report cargo information to the RTMC. WARNING: Sometimes drivers do not post the placards. If not sure, STAY AWAY.

## 4.11 Maintenance of Traffic (MOT)

The Service Patrol Vehicle Operator shall protect crash scenes, disabled vehicles, large debris, or other miscellaneous items using maintenance of traffic techniques including, but not limited to:

- Emergency lighting on Service Patrol Vehicle (overhead lights, emergency flashers).
- Service Patrol Vehicle placement on the highway to protect a lane or shoulder.
- Portable, roof mounted arrow board with "Four Points" or "Arrow" display.

### DUTIES

1. Service Patrol Vehicles shall be parked upstream, prior to any crash, disabled vehicle, spill, or debris, to give warning to motorists prior to entering the incident area.
2. Service Patrol Vehicles shall be parked so that the arrow board is perpendicular, or at a right angle, to approaching traffic. If the truck/sign is parked at an angle, the high intensity portion of the lighted sign will not be facing approaching motorists. This can result in reduced lighting effect and difficulty in reading the sign message.
3. If an incident occurs on a curve, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the shoulder before the curve, for additional advanced warning and increased visibility.
4. If an incident occurs on the downgrade side of an overpass or bridge, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the top of the overpass or bridge for additional advanced warning and increased visibility.
5. If an incident is not to be cleared immediately and results in an extended length traffic queue, the Service Patrol Vehicle Operator will request a second or additional Service Patrol Vehicle to respond to the end of the queue for additional advanced warning and increased visibility to motorists. The Service Patrol Vehicle Operator will take up a position on the appropriate shoulder and move the Service Patrol Vehicle forward or backward to remain in the area of the end of the queue.
6. Service Patrol Vehicle Operators shall activate the arrow board using only pre-programmed displays.
7. Any customization for a unique event must be approved through the RTMC before it is displayed. If approval is not obtained, use an approved display(s) that meets the conditions of the event. When placing cones or flares for MOT, verify while behind the Service Patrol Vehicle, that the arrow board is working properly and showing the proper display. If not, make an immediate change. Cones and/or flares should be placed in a configuration to:
  - a. Provide a tapered lane change.
  - b. Define the work area around an object.

### GUIDELINES

The Service Patrol Vehicle Operator shall take the following action to set up MOT ([see Appendix G to this SOP for sample diagrams](#)):

#### On the Shoulder

- Park 30 to 50 feet behind the incident.
- Turn your wheels away from traffic.

- Display Caution (four points).
- Set up all cones necessary to meet minimum requirements of event condition.

### **Lane Closure**

- Park 30 to 50 feet behind the incident.
- Turn your wheels away from traffic.
- Display Arrow in the direction you want traffic to flow.
- Set up all cones necessary to meet minimum requirements of event condition.

### **End of MOT**

- Provide a cone taper that gradually widens back to the original lane width, at the end of the MOT, to indicate to motorists that the lane detour configuration is over.
- If available, place an additional truck with arrow board near the opening taper with flashing four points or arrow sign.
- If available, place a Service Patrol Vehicle Operator at the opening taper to wave the motorists out of the incident area onto open highway.

### **Taking Down MOT**

- Start at the farthest MOT cone or flares, always watching for oncoming traffic:
- Retrieve them in reverse order, working back toward the Service Patrol Vehicle.
- Move each one to the shoulder, and then retrieve them in reverse order, working back toward the Service Patrol Vehicle.
- Keep facing toward traffic so you can monitor vehicle movement.
- Stow your cones and any other equipment.
- Safely enter your vehicle while monitoring traffic.
- Do not turn off your lighting until you safely re-enter traffic.

**Note: The use of flares should be avoided at a close distance to a hazardous or flammable material spill. Flares may be used downwind from this type of spill.**

On nighttime calls, do not leave the Service Patrol Vehicle high beam headlamps on. Oncoming traffic can be blinded by the glare. If the Service Patrol Vehicle is within an incident scene, and the revolving roof lights will not be needed to provide warning to motorists, turn them to the flashing mode to eliminate additional glare. Remember, motorists cannot avoid what they cannot see! DO NOT turn your back to traffic at night for any reason!

## 4.12 Moving Disabled Vehicles from Traffic Lanes

The Service Patrol Vehicle Operator shall use an appropriate method of moving disabled vehicles from the traffic lanes. Vehicles can be towed, dragged, or pushed from the roadway to the shoulder. Training for these operations shall be conducted by the Contractor.

- Wheel or boom lift. Utilize correct lifting points when using hydraulic lifting devices.
- Drag Chain attached to damaged vehicle wheel or frame point.
- Pushed with Service Patrol Vehicle rubber coated front bumper.

A push bumper is designed to push a vehicle only for limited distances to reduce a safety hazard. Be prepared to explain to the motorist that you cannot push them down the highway to an exit or into a service station. Motorists may even ask you to push them to their home. Be polite but stay in control and remember that your role is to reduce the potential of a secondary incident. Usually, a suitable relocation site is nearby – just make sure you and the motorist agree on the location to which you will push the vehicle.

- Do not push a vehicle that has bumper misalignment, previous damage, or an obstruction such as a trailer hitch, tire carrier or a ladder. If possible, photograph the vehicle's bumper before and after pushing it.
- Do not push a vehicle if you cannot see ahead of it.
- Before you start to push:
  - Tell the driver what you want them to do.
  - Confirm that the driver understands you.
  - Advise exactly where you want the driver to go.
  - Remind the driver that steering and braking will be hard but will work.
  - Advise the driver not to hit the brakes hard or abruptly.
  - Make sure the driver can hear your instructions. The driver side window should be open.
- Make sure the vehicle's:
  - Ignition key is in the "on" position.
  - Transmission is in "neutral."
  - Parking brake is "off."
- Approach the disabled vehicle to be pushed slowly. Make gentle contact.
- Check traffic.
- Advise the driver that you will start pushing.
- Push slowly, maintaining a shallow angle.
- Back off before the driver brakes.
- Advise the driver when to stop.
- Instruct the driver to set the parking brake and secure the vehicle.

**Note: Always inspect area on motorist vehicle before you intend to push and notify motorist of pre-existing damage. After the push, re-inspect and notify motorist of any new damage.**

**Note: Liability and repair for damages to vehicles are the responsibility of the Contractor. The Operator shall use all safety precautions and procedures considered appropriate.**

Vehicles disabled due to crashes that do not include injuries may be moved from the roadway to the shoulder. Vehicles disabled due to crashes, with injured occupants, shall not be moved except when directed by Law Enforcement Officials.



#### 4.13 Express Lanes Quick Clearance Procedures

To expedite the clearance of both travel lane and shoulder blocking events within the express lanes (EL), the following quick clearance procedures have been established ([all MOT will be set-up as directed in Appendix H](#)).

- A vehicle is considered to be blocking a travel lane if any part of the vehicle is on or within the travel lane pavement markings.
- Towing shall be performed using a Flat bed or Tow vehicle unless they are unavailable. In such case a RRSP vehicle may relocate a vehicle to the right shoulder if it can be done in a safe manner.
- Abandoned vehicles in the I-95 EL shoulder (legally parked) will be removed in the safest and quickest manner. When vehicles are relocated from EL and transported to the Emergency Stop Site (ESS), Incident Management (IM) personnel will provide ESS location, vehicle make, model, and license to the RTMC. Subsequently, the FHP Trooper will request rotational tow to pick up all abandoned vehicles or those without an owners' request tow at the designated ESS.
- A disabled vehicle in the EL shoulder (left only) that cannot be expediently repaired or when existing shoulder width does not allow for its safe repair, shall be relocated to either the right shoulder or ESS.

RRSP Vehicle Response to Express Lanes (EL) – The RTMC will dispatch a minimum of two RRSP Vehicles in response to any reported traffic incident occurring within the Express Lanes. The RRSP Vehicle personnel arriving first shall:

- Notify the RTMC upon arrival.
- Assess the situation of the disabled vehicle and determine how to clear the incident.
- Request additional Service Patrol backup or agency response from the RTMC as needed.
- Secure the scene by setting up temporary MOT, as needed, until vehicle can be removed.
- RRSP vehicles are permitted to cross the double white lines and delineators to bypass traffic congestion when responding to incidents and removing vehicles from EL.
- If backup is needed, upon arrival, the Service Patrol Vehicle(s) will reposition themselves as needed to allow the tow truck to hook up the disabled vehicle(s) as the other Service Patrol vehicle provides additional backup and MOT behind the incident. The vehicle shall be removed from the EL facility as safely and quickly as possible prior to offering assistance services. Assistance services shall only be offered prior to vehicle removal if the services will result in more immediate incident clearance.

Express Lane Configuration – The Express Lanes are to be considered a separate facility alongside the General-Purpose lanes. The following scenarios reference the Express facility. When referring to incidents occurring within the Express Lanes, the lane closest to the median barrier wall shall be " Express Lane #1" and the lane next to the express lane markers (ELM) shall be referred to as " Express Lane #2."

**Note: The General-Purpose Lanes of I-75 or I-95 are those lanes outside of the corresponding Express facility. These lanes shall be referred to as "I-75 Lane #1, I-75 Lane #2, I-95 Lane #1, I-95 Lane #2, etc...." and shall be counted beginning to the right of**

**the Express facility and ending at the right shoulder of I-75 or I-95 General Purpose Lanes.**

#### **4.14 Notifications**

Notify the RTMC, and other agencies as directed, for the following:

- Crashes, emergencies, law enforcement situations, or for rotation towing of vehicles.
- Verified fires.
- Large, spilled loads or large debris, or other situations as appropriate.

#### **4.15 Customer Comment Card**

The Service Patrol Vehicle Operator shall provide a Customer Comment Card to every stranded individual they assist.

[See Customer Comment Card, Appendix B.](#)

#### **4.16 Damage to Motorist Property**

If a Service Patrol Vehicle Operator causes damage to a motorist's vehicle during towing, dragging, or pushing, they will:

- Immediately inform the motorist.
- Immediately notify the RTMC.
- Request the Service Patrol Vehicle Operator Supervisor respond. Damage will be noted in the Service Patrol Vehicle Operators daily log.

The Contractor shall repair, at Contractor's expense, any damage caused to the Department's or motorist's property while performing service under this Contract.

#### **4.17 Service Patrol Vehicle Crash**

If a Service Patrol Vehicle Operator is involved in a crash, the following procedure must take place:

1. Immediately activate your emergency equipment.
2. The Service Patrol Vehicle Operator will immediately notify the RTMC by radio, so that other Service Patrol Vehicle Operators can respond, if needed.
3. The Service Patrol Vehicle Operator Supervisor will immediately respond.
4. If uninjured, the Service Patrol Vehicle Operator will safely exit the vehicle, wearing an approved traffic safety vest, and check for injuries in any other involved vehicle.
5. Move vehicles from the traffic lanes if there are no injuries.
6. Notify the RTMC of any injuries, number of injured, types of injuries.
7. Set up MOT.
8. If injured, the Service Patrol Vehicle Operator will remain seated in the truck with the seat belt on. Turn on the vehicle's emergency lighting.

Otherwise, manage the incident as any other crash.

## **5.0 Service Patrol Vehicle Requirements**

The following sections are service patrol vehicle requirements that must be adhered to daily prior to operating a vehicle or are required to have during patrol and what to do if there is a malfunction or equipment failure.

### **5.01 Service Patrol Vehicle Operator Daily Inspections**

Prior to the beginning of each shift, the Service Patrol Vehicle Operator shall inspect each patrol vehicle and its associated equipment, accessories, and parts, to ensure they meet all specifications and requirements contained herein. Any problems or deficiencies will be reported immediately.

Any deficiencies noted during these inspections will be corrected immediately prior to deploying the Service Patrol Vehicle to their designated beat.



## **5.02 Missing/Malfunctioning Equipment**

While on duty, in the event of missing and/or malfunctioning Service Patrol Vehicle equipment, the Service Patrol Vehicle Operator is required to notify the Service Patrol Vehicle Operator Supervisor. Based on the severity of the equipment failure in question, the Service Patrol Vehicle shall be considered unavailable for routine beat patrol and a backup Service Patrol Vehicle shall be put into service within 60 minutes for notification.

## **5.03 Inspection of Service Patrol Vehicles by the Department**

### **DESCRIPTION**

All Service Patrol Vehicles, Operators, and their associated equipment, accessories and parts shall be subject to periodic inspection by the Department.

Service Patrol Vehicle inspections are conducted by Severe Incident Response Vehicle (SIRV) Operators or Department designated inspector. Vehicles are selected at random intervals and locations. SIRV Operators or inspector will instruct the RTMC to dispatch a selected vehicle to a location within, or near the operating beat of the vehicle.

### **REQUIREMENTS**

Inspections will be conducted for, but not limited to:

- Operator appearance, uniform, and grooming.
- Vehicle cleanliness, proper markings in good condition, vehicle components, and all vehicle and emergency lighting.
- Properly operating radio and pc tablet; possession of cellular phone in working condition.
- All required tools, replenishment fluids, and other equipment in good condition, and the proper number of cones, flares, fire extinguisher, and other safety devices in good condition.

Upon completion of the inspection, the inspector will record the results in the computer-based Service Patrol Vehicle Inspection Report and notify the Service Patrol Vehicle Operator of the results.

Any unsafe or poorly maintained vehicles, or improperly equipped vehicles, as determined by the Department shall be removed immediately from service and replaced at no cost to the Department.

The Contractor shall replace Service Patrol Vehicle(s) removed from service within 60 minutes of receiving notification to do so from the Department.

[See Service Patrol Vehicle Inspection Report, Appendix C.](#)

## 5.04 Service Patrol Vehicle/Toolbox Requirements

### REQUIREMENTS

Each Service Patrol Vehicle shall, at a minimum, have a toolbox containing:

- Screwdrivers:
  - Standard 1/8, 3/16, 1/4, 5/16 (1 each).
  - Phillips head #1 and #2 (1 each).
  - Star Driver (1 set).
- Needle nose pliers (1 pair).
- Adjustable rib joint pliers, two (2) inch minimum capacity (1 pair).
- Adjustable wrenches:
  - Eight (8") inch (1 each).
  - Twelve (12") inch (1 each).
- Five (5) pound hammer (1 each).
- Rubber mallet (1 each).
- Electrical tape (20 yards).
- Duct tape (20 yards).
- Tire pressure gauge (1 each).
- Mechanic's wire (25 ft roll).
- Bolt cutters — twenty (18") inch or larger (1 pair).
- Wire cutting pliers (1 pair).
- Complete set of open end and box wrenches (both metric and standard).

## 5.05 Service Patrol Vehicle Accessories/Parts Requirements

### REQUIREMENTS

Each Service Patrol Vehicle shall, at a minimum, have the following accessories and parts:

- Diesel fuel (minimum 5 gallons) - In approved product marked can or tanks.
- Unleaded gasoline (minimum 5 gallons) - In approved product marked can or tanks.
- First aid kit (First Responder Kit, fully stocked with minimum accessories below):
  - Absorbent compress dressings (5 x 9 inches) (two each).
  - Adhesive bandages (25 total of assorted sizes: small, medium, large and knee & elbow, and finger & knuckle).
  - Adhesive cloth tape (10 yards x 1 inch) (one roll each).
  - Antibiotic ointment packets (approximately 1 gram) (five each).
  - Antiseptic wipe packets (five each).
  - Aspirin (81 mg each) (two packets each).
  - Blanket (space blanket) (one each).
  - Breathing barrier (with one-way valve) (one each).
  - Instant cold compress (one each).
  - Non-latex gloves (size: large) (two pair each).
  - Hydrocortisone ointment packets (approximately 1 gram each) (two each).
  - Scissors (1 pair each).
  - Roller bandage (3 inches wide) (one each).
  - Roller bandage (4 inches wide) (one each).
  - Sterile gauze pads (3 x 3 inches) (five each).
  - Sterile gauze pads (4 x 4 inches) (five each).
  - Oral thermometer (non-mercury/non-glass) (one each).
  - Triangular bandages (two each).
  - Tweezers (one pair each).
  - First aid instruction booklet (one each).
- Fire extinguisher, twenty (20 lb) pound Dry Chemical ABC (2 each) - Meeting all safety requirements, if seal is broken unit shall be tested, resealed, and certified.
- Pry bar, minimum thirty-six (36") inches in length (1 each).
- Radiator water (5 gallons).
- Four (4") inch x six (6") inch x twelve (12") inch wood blocks (2 each).
- Twenty-four (24") inch wide street broom (1) each.
- Shovels, Square end (1 each).
- Highway wet flares, thirty (30) minute burn minimum (24 each).
- Cones, thirty-six (36") inch reflectorized (16 each).
- Hydraulic floor jack, two (2 1/2) ton (1 each).
- Air compressor, 125-psi capacity, capable of inflating tires of vehicles and operating impact wrench, (one each).
- Air operated impact wrench with sockets to fit all vehicles (metric and standard), one each.
- Lug wrenches (metric and standard) to fit all vehicles, one each.
- Large flashlight and spare batteries (1 set).
- Jump Box minimum 400 cranking amps
- Funnel, multi-purpose, flexible spout (2 each).
- Trash can, five (5) gallon (1 each).

- Five (5) gallon absorbent material for liquid spills equivalent to or exceeding the brand name "Speedy Dry" (2 each).
- Drinking water for motorists: individually sealed bottles, minimum 16-ounces, (12 each).
- Towing Straps or Chains and J-Hook.
- Minimum of 20 Department approved Comment Cards at the beginning of each shift ([see Appendix B for sample](#)).
- Copy of Emergency Response Guidebook (ERG) or ERG Application.

## **5.06 Communications Equipment Requirements**

### **REQUIREMENTS**

#### **Cellular Telephones**

1. The Contractor shall provide each Service Patrol Vehicle Operator with an operational cellular telephone. The cellular phones are to be made available to motorists to make up to three local area telephone calls. The cellular phones are also to be used for communications between Service Patrol Vehicle Operators and the RTMC should the two-way radio system become non-functional.
2. The Contractor must submit any change in the Operator's issued cellular phone number to the RTMC immediately after any change.
3. The Contractor shall be responsible for all costs associated with the cellular phones throughout the term of this Contract.
4. The RRSP Operators will use cellphones for the InService App to communicate with the RTMC and SunGuide for logging into and out of service, including breaks and beginning and ending shifts and or entering event comments.

#### **Public Address System**

Each Service Patrol Vehicle, including back-up vehicles, shall be equipped with an external speaker and public address system with one hundred watts output. The PA system shall only be used while assisting a motorist or as directed by the Department. The Service Patrol Vehicle Operators are expected to use the PA system in a professional manner. No profane language shall be used.

The PA system "siren modes" may not be used by Service Patrol Vehicle Operators, for any reason.

## **6.0 Radio Communications**

Radio Communications are essential to the performance and success of our mission. They are regulated by the Federal Communications Commission (FCC) and strict adherence to professional conduct is mandatory.

Radio Communications establish a vital link between the RTMC and the Service Patrol Vehicle Operators. It is used for dispatching calls, verifying detection, providing vehicle and motorist information, providing situation updates, requests for additional assistance, additional equipment, and clearance information. It gives the RTMC "operational awareness" of events and changing conditions.

## **6.01 Communications Language**

The Department conducts its official business in English. Consequently, all radio communication between the Service Patrol Vehicle Operators and the RTMC will be conducted in English.



## 6.02 Communications Policy

The first step requires the RTMC to collect and log specific information obtained from the Service Patrol Vehicle Operator in SunGuide.

Once the Service Patrol Vehicle Operator arrives on scene, they will verify and indicate the following areas of information that will be updated in SunGuide:

- Type of Incident
- Location of Incident
- Road Name
- Direction
- Proximity to Exit (Name)
- Exit (Name)
- Notified By
- Contact Name
- Dispatched To
- Road Ranger Activity
- Zone
- Anticipated Clearance Time
- Lane Closures
- Injuries
- HazMat
- Fire
- Additional Services Required (FHP, Rotational Tow, Fire, Ambulance, etc.)
- Vehicle information (Make, model, color, tag information)

The above areas of confirmed information, collected from the Service Patrol Vehicle Operators on site, allows the RTMC to disseminate information. The RTMC can then inform FHP, 511, and other agencies as required. While on site at active incidents/assists, the Service Patrol Vehicle Operator is required to inform the RTMC of any changes in the incident. These changes can range from lane block pattern, severity of the incident, additional services required, and duration changes based on information from on scene incident responders.

With the above information entered into SunGuide, the RTMC can locate the event via CCTV (if CCTV viewing is available), post messages on the DMS, and then notify appropriate agencies of the active incident and its severity.

Upon the conclusion of their on-site presence, the Service Patrol Vehicle Operator is required to inform the RTMC of their departure and the final status of the incident. This will enable the RTMC to take the appropriate actions necessary for incident management requirements.

### **6.03 Providing Confirmation Number**

Each event that is managed by the RTMC has a confirmation number automatically assigned by SunGuide. It is the responsibility of the RTMC to provide the event confirmation number to the Service Patrol Vehicle Operator once all the pertinent information regarding the event has been received.

#### **6.04 Federal Communications Commission Rules and Regulations Including Use of Radio**

All Service Patrol Vehicle Operator radio operations shall be conducted in accordance with Federal Communications Commission (FCC) rules and regulations. The RTMC is authorized to transmit communications related to public safety and incident management, the protection of life and property, and other communications essential to RTMC activities. False calls, false or fraudulent distress signals, superfluous, unidentified communications, obscene, indecent, and profane language are prohibited.

## **6.05 Call Signs Road Ranger Units and RTMC Communications**

All call signs shall be broadcast clearly and distinctly, as this identifies the transmitting station.

At the start of a transmission or series of transmissions, employees using mobile radios shall properly identify themselves. When calling the RTMC, Service Patrol Vehicle Operators will identify themselves using their truck number.

The Broward Regional Transportation Management Center (RTMC) will be referred to as "Broward."

Service Patrol Vehicles will be referred to by truck number. Truck 406 is District 4, Truck 6. For radio purposes, this truck would be referred to as "Truck 6."

Service Patrol Vehicle Operator Supervisors will be assigned to Truck 401 (Pickup Truck).

Severe Incident Response Vehicles (SIRV) will be referred to by number. Example, "SIRV1."

## 6.06 Service Patrol Vehicle Operator Radio Procedures

### PROCEDURES

1. Whenever a Service Patrol Vehicle is being operated that is equipped with a communications radio, the Service Patrol Vehicle Operator shall ensure that the radio is operational and shall monitor the designated frequency.
2. Service Patrol Vehicle Operators shall monitor the channel before they broadcast on it to ensure the channel is clear before transmitting and should wait approximately 15 to 30 seconds between each attempt to contact the RTMC unless circumstances dictate otherwise.
3. All Service Patrol Vehicle Operators shall advise the RTMC of all changes in service status. Service Patrol Vehicle Operators shall monitor radio traffic and will, when necessary, or directed to do so, hold all radio traffic to a minimum.
4. When a Service Patrol Vehicle Operator advises, they are going to assist a stranded motorist, notify the RTMC of the following before the assist:
  - a. Location (i.e., 1-95 south of Commercial)
  - b. Direction (NB, SB, etc.)
  - c. Vehicle Location (right shoulder, left shoulder, ramp, live lane)
5. Service Patrol Vehicle Operator shall immediately notify RTMC when clear for additional calls or returning to patrol.

### Answering the Radio

- The first priority of Service Patrol Vehicle Operator is to monitor and respond to radio traffic.
- When a call is received, it shall be responded to promptly.
- Evaluate the priority of the radio traffic before handling any other activity.
- Calls may be placed on "stand by" by the RTMC only during heavy radio traffic conditions, provided they are not high priority calls.

### Radio Dispatches

- Only pertinent information shall be broadcast, and all communications shall be read using the proper format and stated as briefly as possible, using the appropriate ten-code and dispatch signals.
- All radio transmissions will be spoken in English, no other languages may be used.
- Messages of significant importance shall be broadcast to all in-service Service Patrol Vehicle Operators.
- The RTMC, during emergency situations, such as Service Patrol Vehicle Operator calls for backup, shootings, violent crimes in progress, large scale civil disturbances, disasters, etc., requires immediate response. RTMC personnel receiving a report of this nature, or any other life-threatening situation shall broadcast an alert tone on all frequencies and pause for five seconds before broadcasting the information. The alert tone before a broadcast will signal the Service Patrol Vehicle Operator that important information is forthcoming.
- All pertinent information shall be broadcast from the appropriate Service Patrol Vehicle Operator.
- Service Patrol Vehicle Operators will communicate by radio, updating any appropriate information on the call before exiting the truck.

- The RTMC shall not dispatch Service Patrol Vehicle Operators to any incidents of a violent nature or to investigate any suspicious activity. Local law enforcement shall be notified instead.

### **Monitoring Techniques**

- It is the responsibility of the Service Patrol Vehicle Operators to continuously monitor all base station primary and secondary radio channels.
- To avoid missing important radio traffic, Service Patrol Vehicle Operators shall ensure that the volume controls are always properly adjusted. The volume controls shall be checked at the beginning of each shift and periodically throughout the shift, especially during long periods of silence.
- Service Patrol Vehicle Operators shall monitor the channel before they broadcast on it to ensure the channel is clear before transmitting and should wait approximately 15 to 30 seconds between each attempt to contact the RTMC unless circumstances dictate otherwise.
- Before new Service Patrol Vehicle Operators can operate efficiently, they must adapt physically and mentally to the radio environment, such as highway noise and traffic conditions.

### **Voice Techniques**

- Effective and professional voice techniques can be achieved by developing four primary voice characteristics.
  - Quality
  - Volume
  - Pitch
  - Rate
- The desired voice quality should display a positive impression, alertness, enthusiasm, confidence, calmness, businesslike approach, and a readiness to serve. The voice should not sound unprofessional at any time, particularly when under stress. Proper enunciation and pronunciation (i.e., words spoken clearly and distinctly), greatly improve the ability of the receiver to copy the contents of a message and eliminate needless repetition.
- The desired voice volume should not be too loud or too low. An excessively loud voice does not increase the volume; instead, it may distort the signal and create a higher pitch. Communications personnel must guard against the natural tendency to lower the volume of their voice as they speak. Normal conversational volume is sufficient.
- Communications personnel should use moderate pitch level changes in their voice as they speak. A monotone voice is unacceptable. Communications personnel should develop a pitch that is not too high or low. A high-pitched voice may be improved by talking slower and at a lesser volume. A low-pitched voice may be improved by talking louder and using distinct enunciation.
- Normal non-radio speech is between 80 to 100 words per minute. Communications personnel must remember that the pace at which messages are delivered is important to understanding their contents. Generally, a speaking rate of 40 words per minute is preferred for radio communications.

## Radio Courtesy

- Unnecessarily argumentative tone and unnecessary radio traffic are considered breaches of operating procedure and may prevent urgent radio traffic from being heard.
- Frequencies must be monitored closely before transmitting in order to avoid interrupting traffic in progress. When another employee or station is using a frequency, do not attempt to talk over their communication on the same frequency.

## International (NATO) Phonetic Alphabet

- The International Phonetic Alphabet shall be used by communications personnel when spelling is required. Letters will be broadcast as "A-Alpha", not "A as in Alpha" or any other form. [See International Phonetic Alphabet, Appendix D.](#)

## Transmitting Numbers

- In voice communications, numbers are grouped and read in series of three, counted from left to right. The number 5428749 would be read over the radio as 542 874 9. The "series of three" rule also applies where letters are used in combination with numbers. The Vehicle Identification Number (VIN) B1RH542178 would be read as "Bravo one Romeo — Hotel five four - two one seven - eight." An exception to the "series of three" rule is the transmitting of telephone numbers and Social Security Numbers. They are broadcast as they appear.

## Correct Pronunciation of Numbers

- Pronouncing numbers clearly and distinctly during radio transmissions will eliminate misunderstanding.

## Use of Identification Numbers

- All Service Patrol Vehicle Operators are assigned identification numbers. The identification number assigned is the truck number. These are always used in broadcasting. The identification number allows for confidentiality and brevity.
- An identification number of 403 would be read as "four zero three" not "four hundred and three" or "four o three." An identification number of 420 would be read as "four two zero" not "four two o".

## Approved Ten Signals and Dispatch Codes

- The RTMC utilizes the ten signals and dispatch codes which have been approved by the Joint Task Force for use in State Law Enforcement communications centers. Ten-signals must be used to communicate effectively over the radio. [See Ten Codes and Dispatch Signals, Appendix D.](#)

## **6.07 Road Ranger Phone Calls**

Communication between the RTMC and Service Patrol Vehicle Operator must be made primarily through the two-way radio system. The main reason is that phone calls can delay the response to the Service Patrol Vehicle Operator. The phone calls also prevent the RTMC from making or receiving other emergency calls. The only case where a Service Patrol Vehicle Operator should use the telephone is when their radios are not working and/or there is an emergency.



## **7.0 Supervision**

### **7.01 Service Patrol Vehicle Operator Supervisor**

#### **DESCRIPTION**

A roaming Service Patrol Vehicle Operator Supervisor will patrol the entire Service Patrol Vehicle Operator coverage area 24 hours per day, seven days per week in Broward County.

#### **DUTIES**

Their duties will include the following:

1. Observing and monitoring the Service Patrol Vehicle Operators during the performance of their duties, including the immediate correction of any observed Service Patrol Vehicle Operator errors. When errors are detected by the RTMC, they shall make the Service Patrol Vehicle Operator aware of the issue, and then following Standard Operating Procedures regarding Service Patrol Vehicle Operator procedural errors, the RTMC shall notify the Service Patrol Vehicle Operator Supervisor for a response. Document any procedural errors that are reported, or that they witness.
2. Responding to all blocked lane events to lend assistance and supervision to all Service Patrol Vehicle Operators. The RTMC will notify the Service Patrol Vehicle Operator Supervisor of any lane blockage event.
3. Aiding any disabled vehicle encountered during their patrol. As with the Service Patrol Vehicle Operators, the Service Patrol Vehicle Operator Supervisor shall not stop to assist any shoulder blockage event if they are responding to a lane blockage event.
4. Availability, as a last resort, to respond to shoulder events received from FHP, CCTV, etc., only if all other resources have been exhausted, such as Service Patrol Vehicle Operators from other beats.
5. The Service Patrol Vehicle Operator Supervisor is responsible for making sure that Service Patrol Vehicle fuel replenishment is not being abused by Operators. Fuel shall NOT be purchased for any other reasons other than Service Patrol Vehicle replenishment and fuel supplies in canisters for motorist assistance.
6. Supervisors are required to carry replenishment supplies for Service Patrol Vehicle Operator vehicles, including but not limited to, additional fuel, water, flares, cones, first aid supplies, fire extinguisher, trash bags, spill absorbent, drinking water, and comment cards.

If Service Patrol Vehicle Operator Supervisors are notified by a Service Patrol Vehicle Operator during their shift of missing equipment or malfunctioning equipment, the Service Patrol Vehicle Operator Supervisor will attempt to replenish the missing equipment or authorize the Service Patrol Vehicle to return to the garage for immediate repairs. The Service Patrol Vehicle Operator Supervisor will receive authorization from the RTMC prior to any Service Patrol Vehicle leaving a beat for such cases.

## **8.0 Training**

### **ORIENTATION**

The Department will provide each new hire with an orientation not to last longer than eight hours (one working day). All orientation sessions will be conducted at the Department's RTMC. The orientation will include classroom training portion covering an overview of Road Ranger procedures, an introduction to radios, and participation in the RTMC control room to learn about ITS devices and daily RTMC operations.

## 8.01 Mandatory Training

### DESCRIPTION

Prior to any Road Ranger Service Patrol services being rendered all Service Patrol operators and supervisors shall be trained and certified in the topics described below. All training and certification shall be at the CONTRACTOR'S expense unless noted otherwise.

1. National TIM Emergency Responder Training - All Service Patrol operators and supervisors shall complete the in-person four (4) hour Federal Highway Administration (FHWA) Strategic Highway Research Program (SHRP2) National TIM Responder Training within two (2) weeks of hire. Training shall be provided by a certified TIM trainer, or they shall take the web-based training offered by the National Highway Institute (NHI) until an in-person class is available.
2. Basic Red Cross First Aid within two (2) weeks of hire
3. Cardiopulmonary Resuscitation (CPR)
4. FDOT District Four Road Ranger Standard Operating Procedure (SOP) familiarization. The vendor must adhere to the most current version of the SOP and all subsequent approved versions thereafter. Orientation - Within two (2) weeks of hire, RRSP operators and supervisors shall complete an orientation provided by the DEPARTMENT at the RTMC.
5. SLERS training and certification (Joint Task Force (JTF) prescribed), shall be required for all CONTRACTOR supervisors and operators.

## **8.02 Specialized Training**

If the DEPARTMENT develops and includes additional special training for RRSP operators and supervisors, RRSP operators and supervisors shall be trained in the specialized topic trainings.

## **9.0 System Security**

### **OBJECTIVE**

1. Define the role and responsibility of the Service Patrol Vehicle Operator.
2. Recognize suspicious activities and objects.
3. Observe and report relevant information.
4. Minimize harm to yourself and others.

## **9.01 Critical Assets and Facilities**

1. Roads and Bridges.
2. Tunnels.
3. Major Intersections/Interchanges.
4. Traffic Management Centers.
5. Inter-Modal Connections (transit, ferry, airports, seaports, etc.).

## **9.02 DOT System Vulnerability**

Conditions within the transportation system make it a "soft target."

1. Easily Accessible.
2. Approach from any direction.
3. undefended, no security.
4. Inadequate lighting.
5. Abandoned vehicles.

### **9.03 DOT System Risks**

1. Ongoing threat to our national security and transportation infrastructure.
2. Attacks may vary by type of weapon and delivery method.
3. Risk can be managed by reducing vulnerability.
4. Heightened awareness is required by the Service Patrol Vehicle Operator.



#### **9.04 Highway Watch**

Roadway sector's national safety and security program that uses the skills, experiences, and "road smarts" of America's transportation workers to help protect the nation's critical infrastructure and the transportation of goods, services, and people.

### **9.05 Service Patrol Vehicle Operator's Role**

1. Be alert while on patrol.
2. Know the assigned area.
3. Note suspicious activities and objects.
4. Report things that don't seem to be right to the RTMC.

## **9.06 Signs of Suspicious Activity**

1. Where someone is and what time they are there.
2. What are they doing?
3. Are they pacing or do they appear nervous?
4. Are they staring, watching, or taking notes?
5. Quickly leaving an area.
6. Measuring or pacing off distances.
7. Taking photos or readings with GPS.
8. Carrying a suspicious package.
9. Abandoning a package.
10. Stopping or parking near bridges.
11. Parking overloaded vehicle or trailers under bridges.
12. Vehicle has no markings, stickers, or logos; parked near the ITS devices or cabinets.
13. Same vehicle observed at several strategic locations.

## 9.07 Suspicious Object Recognition

1. Packages
  - a. Out of place.
  - b. Next to bridge footings/piers.
  - c. Fueling locations.
  - d. In or behind trash containers, vending machines.
2. Devices placed as above
  - a. Wires.
  - b. Batteries.
  - c. Clocks and/or timers.
3. Substances
  - a. Chemical, biological, radiological (CBR).
  - b. Liquid or vapor.
  - c. Bacteria or fungus.
  - d. Conventional explosive.

### **9.08 Actions to Take When Observing Suspicious Objects**

1. Remain calm and advise the RTMC as soon as possible.
2. Limit time you are exposed.
3. Distance yourself from the source.
4. Protect yourself and others by shielding, relocation, and evacuation.
5. Avoid using radios/cell phones near suspicious devices.
6. DO NOT touch, cover, or move the object.

### **9.09 Actions to Take When Observing Suspicious Persons**

1. Observe — Pay attention to their appearance.
2. Observe — What are they doing.
3. General Inquiry — Ask if they need help, see what their answers are.
4. Withdrawal — Friendly exit, return to truck.
5. Notification — Contact the RTMC if there's no reason for them to be where they are.

## **9.10 Recognition of Dangerous Activity**

1. When a weapon is observed in the vehicle, this is defined as a Dangerous Activity.
2. Observe, but do not challenge the person.
3. Do not make any comments about the weapon.
4. Remain calm. Pretend you do not notice.
5. Exit the area as soon as possible. Do not rush away, letting an individual know the Service Patrol Vehicle Operator may have seen something.
6. Notify the RTMC of their appearance, type of vehicle, tag number, location, and direction of travel.

## **9.11 Road Ranger Safety During Perceived Threats**

If you perceive a threat, report it to the RTMC:

- DO NOT approach threatening people.
- DO NOT approach people in suspicious vehicles.
- DO NOT be confrontational.
- DO NOT try to detain or hold a person by any means.



## **10.0 Hurricane Preparedness**

The Contractor shall make resources available for all activities described herein for providing services during a hurricane evacuation or other emergency situation to assist with traffic maintenance requests, as directed by the Department.

Responsibilities shall include keeping the evacuation routes clear of debris or disabled vehicles and keeping all lanes open, including emergency lanes.

Road Ranger Service Patrol Vehicles are expected to remain in operation and Operators continue to patrol their designated patrol beats during hurricane evacuations until sustained wind speeds reach 35 mph and/or the DEPARTMENT or FHP determines it to be unsafe for vehicles to remain on the roadways. Road Ranger Service Patrol Vehicles shall resume operations when FHP redeploys.

The Contractor is responsible for contacting the RTMC prior to giving authorization for Operators to discontinue patrolling services.

During hurricane evacuations, emergency situations or during special events, the Contractor may be asked to expand the designated Contract coverage area to provide disabled vehicle assistance until such time as normal traffic operations has resumed.

### **10.01 Objective of Hurricane Preparedness**

1. Provide information to ensure your safety.
2. Define roles and responsibilities before, during and after a hurricane.
3. Define staffing needs and expectations in the event of a hurricane.

## **10.02 Watches and Warnings**

1. Hurricane Watch - Indicates the possibility that you could experience hurricane conditions within 36 hours.
2. Hurricane Warning - Indicates that sustained winds of at least 74 mph are expected within 24 hours.

### 10.03 Actions to Take Before the Storm

1. Pay attention to weather reports and patterns.
2. Have a current copy of all emergency telephone numbers.
3. Make sure your home and family are prepared.
4. Make sure there are ample supplies for each truck and at base.
5. Service Patrol Vehicle pick-up trucks will carry extra fuel and water. Tow trucks do not have room.
6. Supervisors carry additional supplies to re-supply trucks on road.
7. Service Patrol Vehicle Operator staffing levels will be determined by the Department.
8. Service Patrol Vehicles will remain on duty, for as long as it is safe.
9. Secure area for dangerous winds - small items left outside become flying missiles in hurricanes, ending up on the highways. Remove or secure items that can become debris such as signs, roofing material, etc.
10. Prepare a Disaster Supply Kit
  - a. Pack everything in air-tight containers.
  - b. Keep supplies together in a backpack, duffel bag, etc.
  - c. Plan supplies to last 3-14 days.
  - d. Date everything so you know when to replace.
11. Prepare for Evacuations
  - a. Keep in mind that if there is an evacuation order, traffic conditions could change drastically, making our jobs busy.
  - b. Be prepared to assist with Emergency Shoulder Use (ESU) by making sure shoulders are safe to drive on with all vehicles and debris removed.
  - c. Evacuation does not just include communities near the east coast but includes mobile home parks in all locations.
  - d. No emergency or assistance resources are to remain on the roads once sustained tropical storm force winds arrive.
12. Full shifts will work until winds exceed 35 mph.
13. Service Patrol Vehicles will then come off the road to a designated stand-by location.
14. Normal operations will resume once FHP re-deploys, when winds drop below 35 mph.

#### **10.04 After the Storm**

1. Report damage to roadway, bridges, light poles, guide signs, debris etc., to RTMC.
2. Remove road debris when safe to do so in accordance with department directives. Pull debris to the paved shoulder, or onto the grass shoulder if possible.
3. Be aware of downed power lines. DO NOT drive through or walk-through flooded areas. Electricity can travel through water AND through the ground.
4. Watch for debris containing sharp objects.
5. Flooding may be an issue. Report locations.

## 11.0 Media Relations

It is possible during the course of your shift that an incident may occur that will cause media reporters to be on scene. The Department would like to conduct interviews in the most professional manner, which reflects favorably on the Department and its Contractors. On-scene circumstances can result in Service Patrol Vehicle Operators experiencing stress, sorrow, anger, or other emotions. The following guidelines are established to insure proper reporting to media sources.

1. Service Patrol Vehicle Operators are not authorized to make media statements or grant interviews, at any time, without the express permission of the Department. Media sources are defined as television, radio, newspaper, or magazine reporters.
2. Any request for an interview will be forwarded immediately through the Service Patrol Contractor, to the Department.
3. The Department and the Service Patrol Contractor will confer on the nature of the incident and the Service Patrol Vehicle Operator's involvement before deciding to grant an interview.
4. The Department and the Service Patrol Contractor may arrange an interview at the Regional Transportation Management Center, in a controlled atmosphere, where the Department can "showcase" the positive aspects of the Department, the Service Patrol Contractor, and the RTMC.

### **11.01 Ride-Along**

The Department may request Service Patrol Operators to conduct a "ride-along" with new RTMC staff or members of the media to facilitate the training of RTMC Control Room Staff or in response to a media request.

Requests for a ride-along shall be coordinated with the Service Patrol Contract Manager (or designee) together with the FDOT Project Manager to take place such as not to negatively impact service to the project area.

## List of Appendices

[Appendix A Service Patrol Beat Maps](#)

[Appendix B Customer Comment Card](#)

[Appendix C Road Ranger Inspection Report](#)

[Appendix D NATO Phonetic Alphabet, Signal and Ten Codes](#)

[Appendix E Vehicle Fluid Spill Mitigation Guidelines](#)

[Appendix F State of Florida Department of Transportation and Florida Highway Patrol Open Roads Policy](#)

[Appendix G Sample Maintenance of Traffic \(MOT\) Diagrams](#)

[Appendix H Sample Maintenance of Traffic Express Lanes Diagrams](#)



## Appendix A Service Patrol Beat Maps Examples

### BROWARD COUNTY ROAD RANGERS

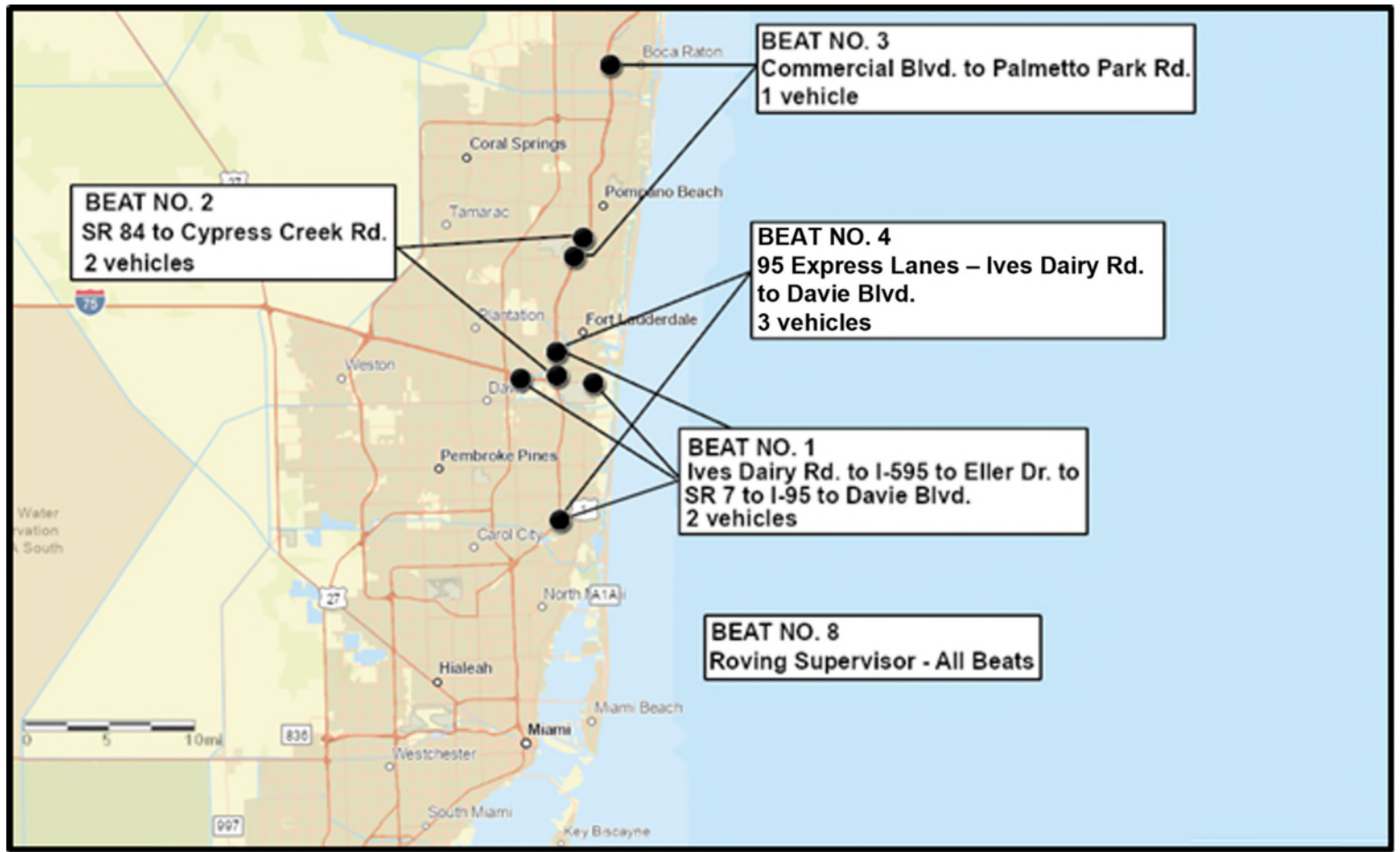
#### BEAT DESCRIPTIONS, NUMBER OF TRUCKS AND SCHEDULE

The patrolling area shall cover: the entire 1-95 corridor in Broward County beginning at the Miami-Dade County line and extending to the Palm Beach County line including the 95 Express Lanes; portions of the 1-595 (State Road 862) corridor from 1-75 (State Road 93) to NW 136th Avenue and from State Road 7 (US 441) to Eller Drive; and the entire 1-75 (State Road 93) corridor from the Miami-Dade County line to Mile Marker 50 west of the Alligator Alley Toll Plaza and any other areas within District Four, as directed by the Department. Coverage includes all on and off ramps. Below is a description of the beat limits and hours of service.

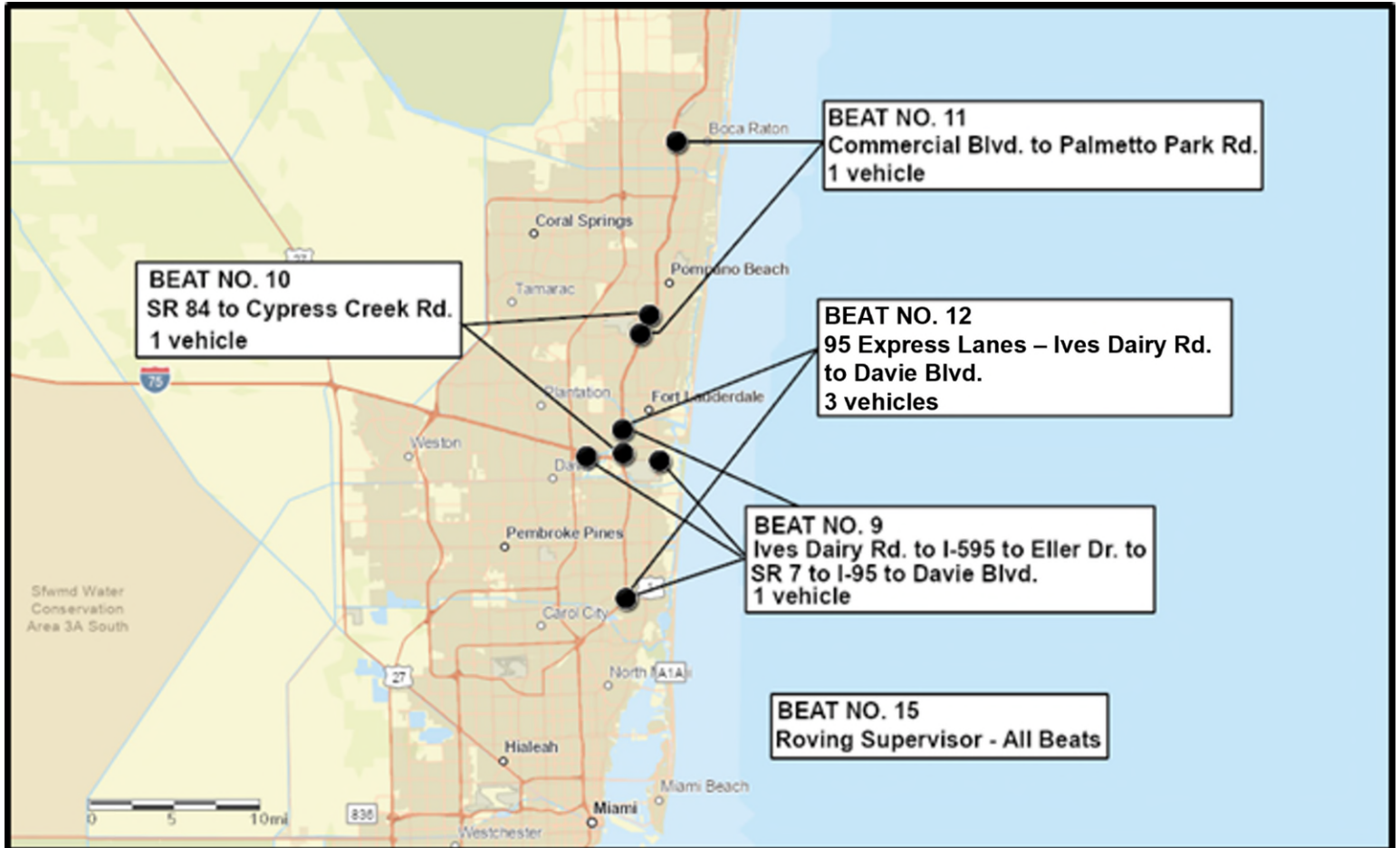
<b>Schedule 1: Monday-Friday 6 AM to 10 PM</b>			
<b><i>Beat No.</i></b>	<b><i>Beat Location</i></b>	<b><i>Beat Limits</i></b>	<b><i>Number of Vehicles</i></b>
1	I-95 / I-595	Ives Dairy Road to I-595 Eastbound to Eller Drive to I-595 Westbound to State Road 7 to I-95 Northbound to Davie Boulevard	2
2	I-95	SR 84 to Cypress Creek Road	2
3	I-95	Commercial Boulevard to Palmetto Park Road	1
4	I-95 Express	Express Lanes from Miami-Dade County line to Davie Boulevard	3
5	I-75	Alligator Alley Toll Plaza to Mile Marker 50	2
6	I-75 / I-595	Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Griffin Road	1
7	I-75	Miami Gardens Drive to Royal Palm Boulevard	1
8	All	All (Roving Supervisor)	2
<b>Total Vehicles</b>			<b>14</b>
<b>Schedule 2: Monday-Friday 10 PM to 6 AM, Weekends and Holidays</b>			
<b><i>Beat No.</i></b>	<b><i>Beat Location</i></b>	<b><i>Beat Limits</i></b>	<b><i>Number of Vehicles</i></b>

9	I-95 / I-595	Ives Dairy Road to I-595 Eastbound to Eller Drive to I-595 Westbound to State Road 7 to I-95 Northbound to Davie Boulevard	1
10	I-95	SR 84 to Cypress Creek Road	1
11	I-95	Commercial Boulevard to Palmetto Park Road	1
12	I-95 Express	Express Lanes from Miami-Dade County line to Davie Boulevard	3
13	I-75	Alligator Alley Toll Plaza to Mile Marker 50	2
14	I-75 /I-595	Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Griffin Road	1
15	All	All (Roving Supervisor)	1
<b>Total Vehicles</b>			<b>10</b>

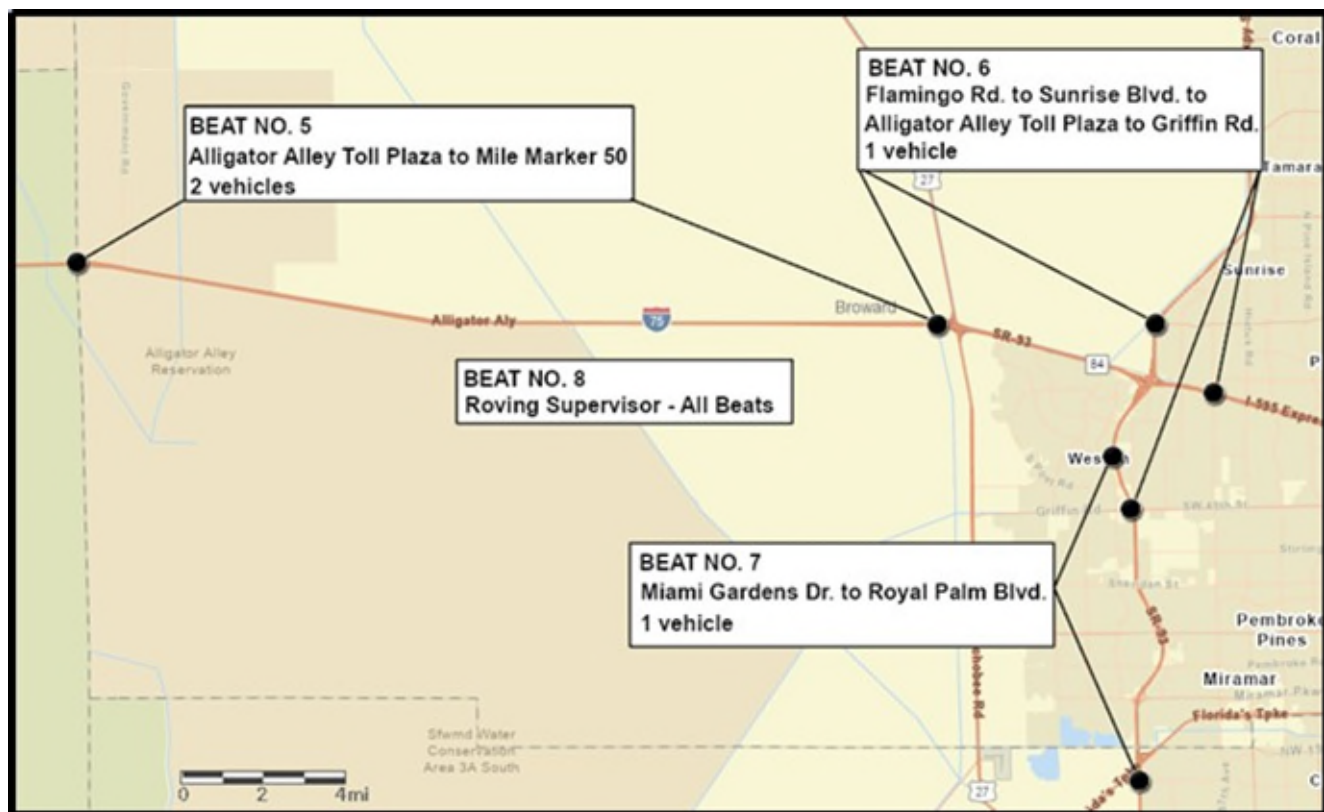
# I-95 Beats Schedule 1



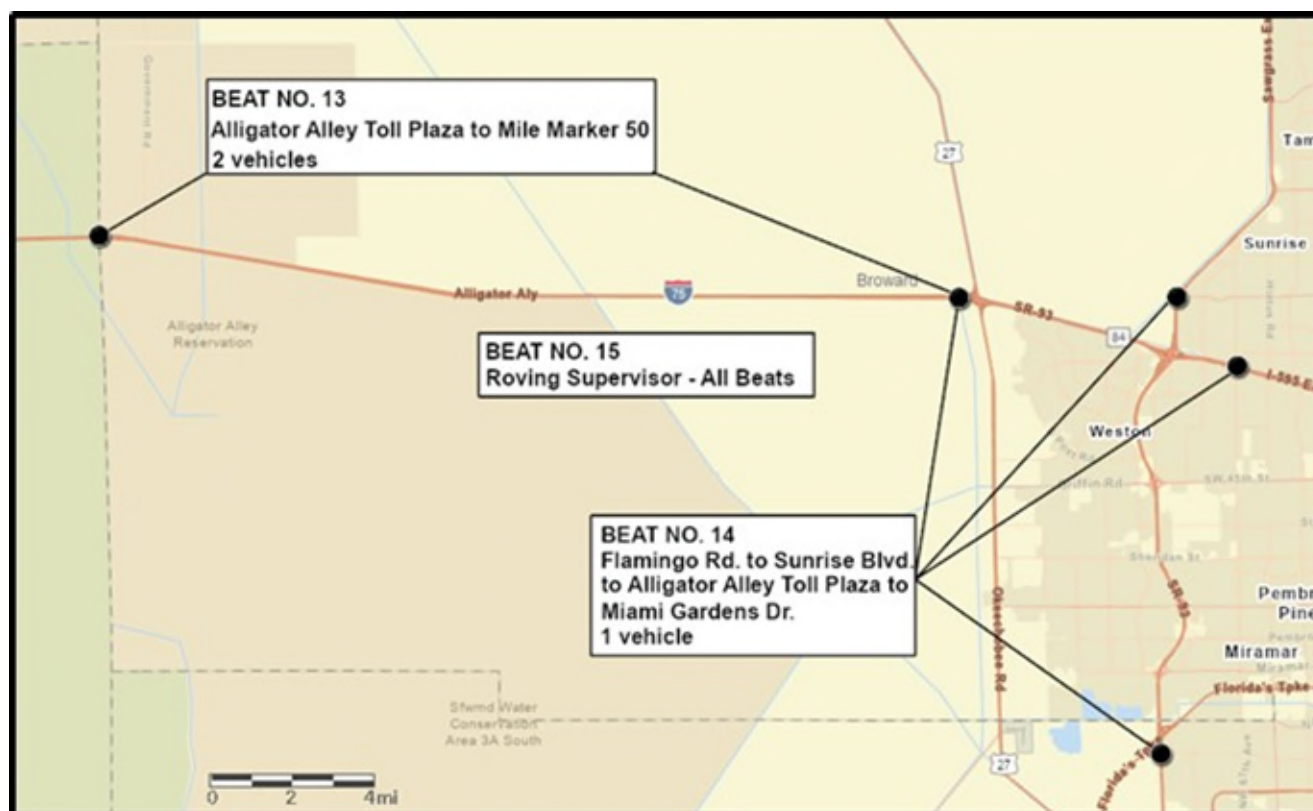
**I-95 Beats Schedule 2**



**I-75 Beats Schedule 1**



**I-75 Beats Schedule 2**



# Appendix B Customer Comment Card

## FLORIDA DEPARTMENT OF TRANSPORTATION



### ROAD RANGER SERVICE PATROL

**For Emergencies:** Dial 911

**For Roadside Assistance:** Dial \*FHP (\*347)

*How are we doing? We would love to hear from you!  
Now you can provide comments & suggestions by  
scanning the QR code or visiting one of our websites:*



<https://www.surveymonkey.com/r/FDOT-D4>

[http://www.fdot.gov/traffic/Traf\\_incident/rrangers.shtm](http://www.fdot.gov/traffic/Traf_incident/rrangers.shtm)

# Appendix C Road Ranger Inspection Report

## Computerized Road Ranger Inspection Report

RR Vehicle

RR Driver

RR Password

Location

Comment

Truck Requirements	Yes	No	N/A
Extended Cab	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seat Belts	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Towing Straps	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Push Bumper	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spot Light	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front/Rear Power Outlets	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
750 CCA Battery	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cab Lighting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrow Panel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roof Strobe Light	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Celluar Telephone	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Address System	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survey Cards	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vehicle Markings	Yes	No	N/A
F.D.O.T. Logo	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunguide Logo	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free Service Logo	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Side Red/White Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rear Red/White Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vehicle Tool/Assess/Parts	Yes	No	N/A
Diesel - Qty 5 Gal	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas - Qty 5 Gal	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
First Aid Kit - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Ext. 20lbs ABC - Qty 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pry Bar - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water - Qty 5 Gal	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wood Block - Qty 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street Broom - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Square Shovel - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Round Shovel - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flares - Qty 24	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cones - Qty 16	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hydraulic Jack - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air Compressor - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact Wrench - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lug Wrench - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flashlight - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Booster Cables - Qty 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash Bags	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
'Speedy Dry' 5 Gal - Qty 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water 16 on - Qty 12	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funnel - Qty 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tool Box Requirements	Yes	No	N/A
Screwdriver 1/8, 3/16, 1/4, 5/16	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phillips Screwdriver #1 & #2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Star Driver Set	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needle Nose Pliers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rib Joint Pliers - Qty 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjustable Wrenches	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 lb Hammer	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubber Mallet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 yds Elec Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 yds Duct Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tire Pressure Guage	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 ft Roll Mech Wire	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bolt Cutters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wire Cutters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set Open-End/Box Wrenches	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Uniform	Yes	No	N/A
Wearing Uniform	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attire	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grooming	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name Tag	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vest (clean)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Appendix D NATO Phonetic Alphabet, Signal and Ten Codes

### NATO PHONETIC ALPHABET

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango

U Uniform

V Victor

W Whiskey

X X-ray

Y Yankee

Z Zulu

### **SIGNAL CODES**

3 Hit and Run

4 Vehicle Crash

7 Fatality

16 Obstruction/Debris

23 Pedestrian

76 Disabled Vehicle

### **TEN CODES**

10-4 Copy transmission

10-9 Repeat

10-10 Break

10-19 Go to base

10-20 Location

10-23 Standby

10-33 Emergency

10-45 Call by Phone

10-48 Did you receive?

10-51 Enroute

10-54 Negative

10-66 Cancel

10-70 Need wrecker

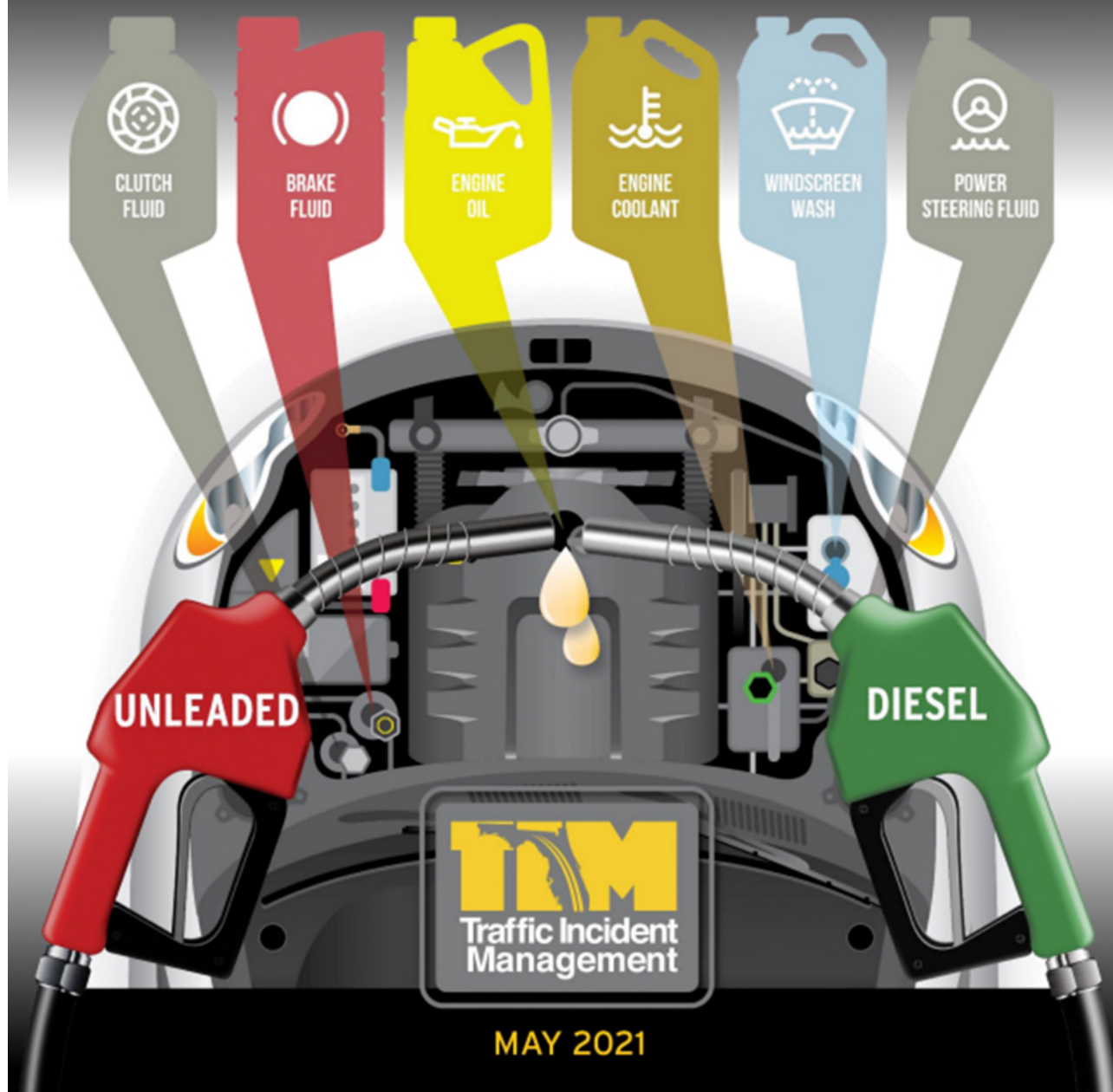
10-76 Disabled vehicle

10-97 On scene

**10-98 Cleared**

# SPILL MITIGATION GUIDELINES

for the Mitigation of Accidental Discharges  
of Motor Vehicle Fluids (Non-Cargo)





## Purpose, Goal, and Objectives

The following guidelines were prepared to outline steps that can be taken by initial responders to motor vehicle crashes and other roadway incidents to reduce the confusion and subsequent delays in reopening roadways when spilled vehicle fluids are involved. Refer to the existing policies in place for dealing with hazardous material releases. The Florida Department of Transportation (FDOT), Florida Department of Environmental Protection (DEP), and Florida Division of Emergency Management (DEM) State Watch Office (SWO) as well as your agency will likely have policies for addressing these situations.

These guidelines were developed by the multi-agency Florida Statewide Traffic Incident Management (TIM) Program to clarify the goals, objectives, and processes for clearing the highway of spilled motor vehicle fluids resulting from crashes and other vehicle incidents. The guidelines were reviewed and endorsed by the FDOT, DEP, and the Florida Highway Patrol (FHP).

Spilled vehicle fluids are generally petroleum products, and are, most commonly, crankcase engine oil or diesel fuel, and gasoline but also include transmission, hydraulic, and other fluids. Typically, absorbed vehicle fluids rarely fail the Toxicity Characteristic Leaching Procedure (TCLP) and thus are usually not hazardous wastes.

The goal is to provide guidance to responders and assist them in clearing roadway incidents as quickly as possible to minimize the risk to responders and reduce secondary crashes.

The objectives of these guidelines are to:

- provide specific procedural guidance for spilled vehicle fluid cleanup
- provide a reference for the disposal of spill materials

## Definitions

For the purposes of these guidelines, the following definitions apply:



- Absorbent materials are any materials, manufactured or natural, that may be used to absorb spilled fluid, and may include commercial absorbents, sawdust, floor sweep, peat moss, absorbent pads, clay, or even topsoil.
- Cargo means the commercial (or other) materials being transported by the motor vehicle. Materials that are an intrinsic part of the vehicle itself are “non-cargo”, even if the vehicle is a commercial vehicle.
- Commercial vehicle: A vehicle that carries a cargo of commercial materials for pay, and may include, but is not limited to, small, medium, and heavy trucks; panel trucks and vans; tractor-trailers; and commercial buses.
- Clean-up Operation (contractor): An operation where hazardous substances are removed, contained, incinerated, neutralized stabilized, cleared-up, or in any other manner processed or handled with the ultimate goal of making the site safer for people or the environment.
- First Responder Operations Level: First responders at the operations level are individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to



contain the release from a safe distance, keep it from spreading, and prevent exposures.

- Hazardous materials (HAZMAT): Any substance or material which has been determined by the secretary of the United States Department of Transportation to be capable of imposing an unreasonable risk to health, safety, and property.
- HAZMAT Team: An organized group of employees, designated by the employer, who are expected to perform work to handle and control actual or potential leaks or spills of hazardous substances requiring possible close approach to the substance.
- Hazardous materials technician: Hazardous materials technicians are individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder at the operations level in that they will approach the point of release in order to plug, patch, or otherwise stop the release of a hazardous substance.
- Private vehicle: Any vehicle used for the personal transportation of its occupants on a not-for-hire basis, and may include, but is not limited to, passenger cars and cycles, vans and SUVs, motor homes and recreational vehicles, and buses used for private purposes.
- Responders: May include law enforcement, Emergency Medical Services (EMS), fire, wrecker operators, Road Rangers, contractors (including HAZMAT Team), and the FDOT or local highway agencies.
- Responsible Party (RP): The entity having dominion over the product prior to the spill, not necessarily the party responsible for the accident.
- Spill: The expulsion of any vehicle fluids upon the roadway itself or the abutting areas that cause an immediate threat to traffic by hindering its normal operation in any way (covering surfaces causing slicks, dripping onto traffic below, etc.).
- Vehicle fluids: Often simply referred to as “fluids”, these are non-cargo liquid materials that are spilled from the vehicle, such as gasoline; diesel fuel; motor oil; coolants; and transmission, brake, and hydraulic fluids. These may originate from the engine, drive train, fuel tanks, wheel assemblies, compressors, air handlers, or any component of the vehicle, including tractor and trailer, as applicable.

## Scope

These guidelines only apply to spilled motor vehicle fluids from private and commercial vehicles used for the operation of the vehicle. They do not apply to any hazardous material cargo spill.

Spilled fluids from motor vehicle crashes that are 25 gallons or less, onto a pervious surface (i.e., soil), are exempt from reporting requirements, but still must be cleaned up to the



satisfaction of DEP by the Responsible Party (RP). Spills involving state waterways of any amount are required to be reported.

## **Training**

All traffic incident responders in Florida should be trained in hazardous materials according to the requirements of 29 CFR 1910.120. Additionally, responders should have received the National Traffic Incident Management (TIM) Responder Training, authorized by the Federal Highway Administration (FHWA). Incident responders are reminded to always use appropriate personal protective equipment (PPE) and limit their activities to only those in which they are trained and equipped to handle.





## Vehicle Fluid Spill Guidelines

According to the Federal Highway Administration (FHWA), National Traffic Incident Management (TIM) Responder Training Program, the following guidance is offered for any trained responder to a roadway incident involving a vehicle fluid spill:

### Spill Response for Vehicle Fluids

1. Stop leaking material at the source
2. Contain and limit the spill from spreading
3. Apply available absorbents
4. Remove material from travel lanes
5. Gradually restore traffic flow

***All responder actions should be based on responder's level of training, use of the appropriate personal protective equipment (PPE), and following relevant traffic control procedures.***

## Clearance Procedure

Prompt intervention is encouraged to limit the congestion impact and prevent the high probability of secondary incidents as a result of extended traffic blockage. It is imperative that every effort be made to limit the amount of time the spilled fluids are in contact with asphalt pavement.

Responders should be aware that it often takes several hours for a clean-up contractor to arrive on scene. Therefore, priority should be given to re-opening the travel lanes. In many cases, lanes can be re-opened with minimal effort using available absorbents applied by trained on-scene personnel. During this time, it is also extremely important that situational updates are provided on a recurring basis to the local Traffic Management Center (TMC). The TMC can coordinate advanced messaging to travelers and first responders during the event.

In situations involving spilled vehicle fluids on a roadway from commercial vehicles and private vehicles, the preferred clean-up method is to soak up as much fluid as possible using absorbent materials. Also, move the absorbent materials out of the travel lanes by containerizing to prevent migration onto uncontaminated areas and store the waste outside of the clear zone. If storing temporarily at the scene, efforts should be made to minimize contamination risk to soil and water. Note that the trained FDOT and other crash-scene responders may apply absorbents and sweep off travel lanes regardless of the quantity. It is not necessary to await a clean-up contractor.



Clean up normally involves the use of granular absorbents or vermiculite, floor sweep, peat moss, pads and booms, clay, or topsoil. In limited situations, sand can also be used but it is better suited for increasing friction. If immediately available, an alternative method for dealing with the thin film that may remain after absorbents are used is to apply a light dusting with Portland cement.

Defensive actions can include adsorbing, diverting, containment, diking, or soil berm construction. Offensive actions can include stopping the leak at the source. These efforts



not only limit the size of the release but also can help **prevent the spilled fluid from entering storm drains and from impacting soils along the shoulder.**

Before any actions are taken, the leaking materials should be properly identified. Using the Emergency Response Guidebook or other reference guide and, where possible, the type of fluid should be found by name and the appropriate guide followed for that material. The responder should estimate the amount of the spill and amount remaining in the tank, as well as whether or not the leak is still active. Appropriate PPE and equipment should be used. Actions to be taken depend on the responders' level of training and expertise. The first priority is to protect human life, including the life and safety of the responder.

The Responsible Party (RP) is accountable for vehicle fluid spills, including the final removal and proper disposal of absorbents and if needed, the subsequent site remediation. If the RP does not or cannot handle this responsibility in a timely manner, the governing authority (State, county, city, etc.) will initiate disposal and the responsible party will be billed. Clean-up actions taken by initial responders do not affect or limit this responsibility.

Additional or incidental material spilled during the relocation of the vehicle out of the travel lanes of the roadway shall be cleaned up and moved to the roadside with the other absorbents used at the scene. *The responsible party remains accountable.*

Absorbent material moved out of travel lanes may be bagged in heavy-duty trash bags, wrapped or "diapered" in plastic sheeting, or containerized in pails, barrels, or drums. The material should be well off the travel portion of the roadway, outside of the clear zone, so that it does not impede vehicle, bicycle or pedestrian traffic and can remain there for a reasonable time to allow for the disposal by the responsible party or a contractor (paid by the RP). The TMC should create a notification for the District maintenance managers to make sure that the material is removed from the side of the roadway. The small amounts of material may be placed in a container and placed in the damaged vehicle(s) and removed by the towing company for proper disposal, following DEP and DOT regulations, guidelines and permitting requirements.

The containers used to hold the material should be tagged and clearly marked to indicate the type of absorbent used and the material that was spilled. It is also desirable to indicate the responsible party. Care should be taken not to overload the containers used to store the absorbents. If trash bags are used, double bag and limit each bag to about 15 pounds.

Traffic cones or other readily identifiable methods should be used at the site to mark the location of the material for later retrieval.

Spill cleanup by a fire department, highway agency, wrecker operator, roadway contractor, or the responsible party should be limited to spills of a magnitude within their capabilities. However, *no qualified responder is restricted from taking prompt action to stop the spill at its source or to contain and limit the size of the spill, to limit the damage to the pavement surface, and to prevent any flammable material from catching fire.*



Vehicle fluid spills, which have soaked into the soil, will require cleanup but may be completed at a later date by the responsible party in accordance with FAC Chapter 62-780. Care must be taken to locate any underground utilities prior to the excavation of contaminated soil. Coordination with the roadway authority must occur before remediation begins.



Transportation of non-hazardous fuels, oils, and other vehicle fluids should only be performed by appropriately authorized and licensed individuals. Disposal facilities should also be appropriately authorized and licensed for the materials that are delivered.

Vehicle fluid spills that enter any wetland area, pond, or roadway drainage system must be addressed immediately by the responsible party. If the RP does not or cannot handle this responsibility in a timely manner, the governing authority (State, county, city, etc.) will initiate disposal and the responsible party will be billed. Clean-up actions taken by initial responders do not affect or limit this responsibility.

## Reporting

The Florida Department of Environmental Protection, Office of Emergency Response (OER), responds to environmental pollution threats in every form. Responding to incidents involving petroleum spills caused by vehicle crashes is one example of the type of events they monitor. OER provides technical and on-site assistance to ensure threats to the environment and human safety are quickly and effectively addressed. Reporting spill incidents to OER will ensure that the RP properly mitigates spill sites since remedial activities will be enforced by DEP.

The Florida Department of Emergency Management, State Watch Office operates 24/7, 365 days a year as a daily extension of the Florida State Emergency Operations Center. The State Watch Office monitors local, state, and national media as well as communicates with

### NOTIFICATION and REPORTABLE QUANTITIES

Florida DEP has adopted the US Environmental Protection Agency's **Reportable Quantities (RQ)** for hazardous substances, and an **RQ of 25 gallons for petroleum products spilled onto a pervious surface (soil)**, or any amount on state waterways shall be called in. If in doubt about the amount, it is recommended the incident be reported by calling the State Watch Office, who will contact DEP's Office of Emergency Response (OER).

**STATE WATCH OFFICE\* (800) 320-0519, 24 hours, 7 days**

When calling, be prepared to give the location, type of fluid spilled, estimated amount of the discharge, size & characteristics of area affected as well as the RP name, address, and phone number.

**NATIONAL RESPONSE CENTER\* (800) 424-8802, 24 hours, 7 days**

Report hazardous substances (RQ) releases and petroleum releases entering (causing a sheen) or threatening to enter navigable waterways.

\*Note: The National Response Center (NRC) will automatically notify the State Watch Office (SWO) but the SWO will *not* notify the NRC.

Because traffic incident response varies greatly, responding agencies are jointly responsible for notifying the State Watch Office when a reportable incident occurs on Florida roadways. For traffic crashes, the investigating law enforcement agency is usually responsible for

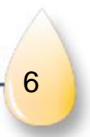




notification. For other types of roadway incidents, any responding agency (police, fire, towing, or transportation) should make the notification.

Chapter 252.351, Florida Statutes (effective July 1, 2020) specifies mandatory reporting of certain incidents by political subdivisions as soon as practicable following its initial response to an incident. "Political Subdivision" means any county or municipality created pursuant to law.

When in doubt, notify. It is better to have two notifications than none.



**OFFICE OF EMERGENCY RESPONSE  
DISTRICT MAP**

PENSACOLA-NW

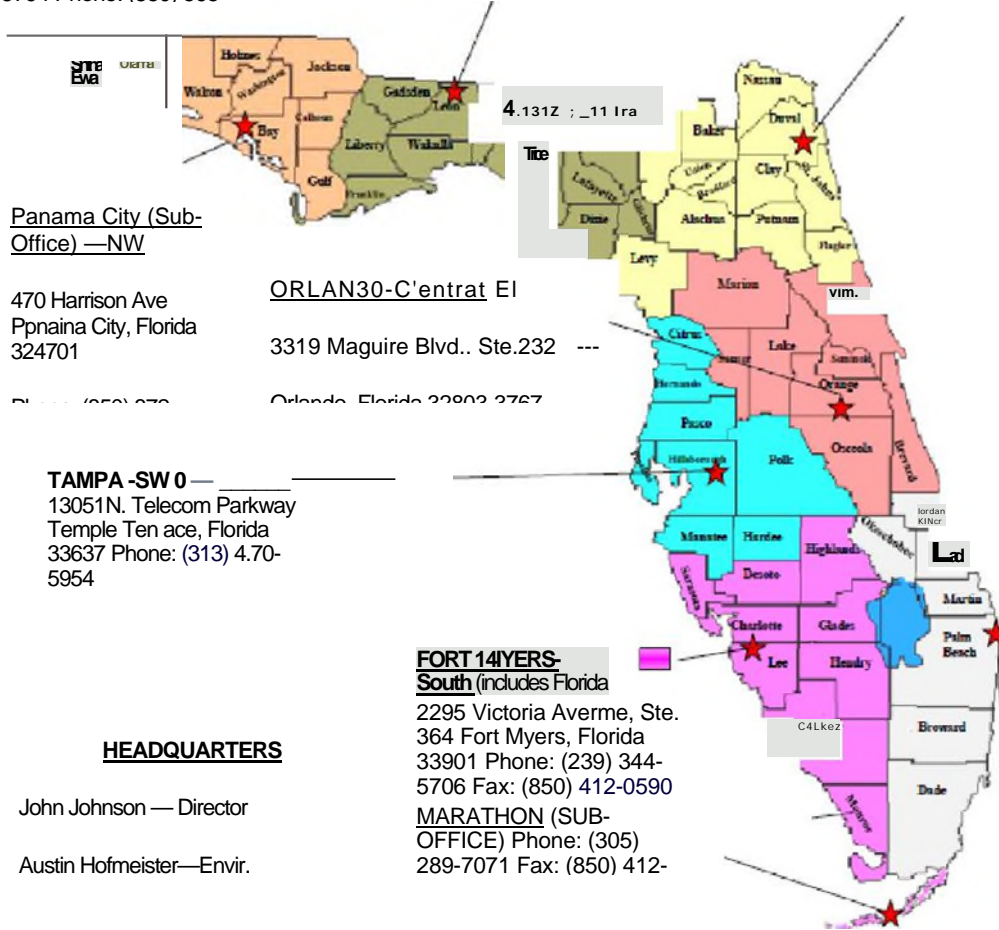
160 W Government Street  
Pensacola, Florida 32502-  
5794 Phone: (850) 595-

TALLAHASSEE-HQ

3917 Commonwealth Blvd., MS  
659 Tallahassee, Florida 32399-  
3000 Phone: (850) 245-2010

JACKSONVILLE-NE

8800 Baymeadows Way, Ste.  
100 Jacksonville, Florida 32256-  
7577 Jacksonville Phone: (904)



Panama City (Sub-Office) —NW

470 Harrison Ave  
Panama City, Florida  
324701

ORLANDO-CENTRAL

3319 Maguire Blvd., Ste.232  
Orlando, Florida 32803 32827

TAMPA-SW

13051N. Telecom Parkway  
Temple Terrace, Florida  
33637 Phone: (313) 4.70-  
5954

HEADQUARTERS

John Johnson — Director  
Austin Hofmeister—Envir.

FORT MYERS-SOUTH

(includes Florida  
2295 Victoria Avenue, Ste.  
364 Fort Myers, Florida  
33901 Phone: (239) 344-  
5706 Fax: (850) 412-0590  
MARATHON (SUB-  
OFFICE) Phone: (305)  
289-7071 Fax: (850) 412-

STATE WATCH OFFICE

(800) 320-0519

WEST PALM-SE

3301 Gun Chib Rd MSC 7210-1  
West Palm Beach, FL 33406





**STATE OF FLORIDA OPEN ROADS POLICY AGREEMENT (REVISED JANUARY 2014)**

**Quick Clearance for Safety and Mobility**

This Open Roads Policy Agreement (Agreement) is entered into between the Florida Highway Patrol (FHP) and the Florida Department of Transportation (FDOT) and establishes a policy for FHP and FDOT personnel to expedite the removal of vehicles, cargo, and debris from roadways on the State Highway System to restore, in an **URGENT MANNER**, the safe and orderly flow of traffic following a motor vehicle crash or other traffic incident on Florida's roadways.

***Whereas***, public safety is the highest priority and must be maintained on Florida's roadways before, during, and after traffic incidents; and

***Whereas***, the quality of life in the State of Florida is heavily dependent upon the free movement of people, vehicles, and all types of commerce, and FHP and FDOT share the responsibility for achieving and maintaining the degree of order necessary to make this free movement possible; and

***Whereas***, traffic incidents account for approximately twenty-five percent of non-recurring congestion and the impacts on commerce can be minimized with sound traffic incident management practices by responding agencies; and

***Whereas***, nationally, it is estimated that five fire personnel, twelve police officers, and sixty tow truck operators are killed in struck-by incidents each year, and governmental entities have the responsibility to do whatever is reasonable to reduce the risks to responders; and

***Whereas***, secondary crashes pose safety risks to incident responders and all motorists; and

***Whereas***, the expeditious clearance of traffic incidents promotes safety, and that vehicle removal, move-over laws, and quick clearance policies minimize exposure and the potential for secondary crashes; and

***Whereas***, it is understood that damage to vehicles or cargo or both may occur as a result of clearing the roadway on an urgent basis. While reasonable attempts to avoid such damage shall be taken, the priority of responders is to safely restore traffic to normal conditions because traffic incident related congestion has an enormous cost to society. This cost is significantly greater than the salvage value of an already damaged vehicle and its cargo.

**NOW, THEREFORE**, in consideration of the mutual covenants contained in this Agreement, the parties agree as follows:

1. Roadways will be cleared of damaged vehicles, spilled cargo, and debris as soon as it is safe to do so. Reasonable attempts will be made to avoid unnecessary damage to vehicles and cargo in the process of clearing the roadway.

2. The following operating standards are based on the philosophy that the State Highway System will not be closed or restricted any longer than is absolutely necessary following a traffic crash or other roadway traffic incident.

3. Florida Highway Patrol Operating Standards:

a. Members of FHP who respond to the scene of traffic incidents will make clearing the travel portion of the roadway a high priority. When an investigation is required, it will be conducted in as expedient a manner as possible considering the severity of the incident. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completion of those tasks. FHP will close only those lanes absolutely necessary to safely conduct the investigation. FHP will coordinate with FDOT representatives to set up appropriate traffic control, establish alternate routes, expedite the safe movement of traffic at the scene, and restore the roadway to normal conditions as soon as possible.

b. Whenever practical, damaged vehicles on access-controlled roadways will be removed to off ramps, accident investigation sites, or other safe areas for completion of investigations to reduce delays. Tow truck operators will be requested as soon as it is evident that they will be needed to clear the roadway. FHP will assure that all authorized tow operators have met established competency levels and that the equipment is of appropriate size, capacity, and design to meet all standards of the State of Florida.

c. FHP will not unnecessarily cause any delay in reopening all or part of a roadway to allow a company to dispatch its own equipment to off-load cargo or recover a vehicle or load that is impacting traffic during peak traffic hours or creating a hazard to the public. FHP and FDOT will cooperate in planning and implementing clearance operations in the most safe and expeditious manner, to include the use of FDOT's Rapid Incident Scene Clearance (RISC) Procedure Number 750-030-020 when and where appropriate.

4. Florida Department of Transportation Operating Standards:

a. When requested by FHP or any other emergency response agency, FDOT will respond and deploy resources to major traffic incidents 24 hours a day, 7 days per week. Each FDOT District will develop and implement response procedures to meet the goal of providing initial traffic control within 30 minutes of notification during the assigned working hours of each maintenance yard, and 60 minutes after hours.

b. FDOT, in coordination with FHP, will upgrade traffic controls, determine detour routes, and discuss clearance strategies. When requested, FDOT will provide temporary traffic controls to ensure a safe work zone for all responders and the motoring public.

c. FDOT, in cooperation with FHP, will determine and deploy the necessary heavy equipment and manpower to reopen the roadway if there is a delay in clearing the travel lanes, or if the task is beyond the

capabilities of the tow truck operator on scene. If cargo or spilled loads [non-hazardous] are involved, FDOT will make every effort to assist in the relocation of the materials in the shortest possible time, using whatever equipment necessary. All such materials or any vehicles relocated by FDOT will be moved the minimum practical distance to eliminate traffic hazards.

d. FDOT personnel will document all hours and equipment used for traffic control, roadway clearance, and debris clean up. FDOT will place traffic control devices at the scene should any damaged vehicles or cargo remain on the shoulder adjacent to the travel lanes for removal at a later time.

5. FDOT and FHP will continually work together to ensure that the needs of motorists on state roadways are being met in the most professional, safe, and efficient manner.

6. FHP and FDOT will evaluate and continually update and modify their operating policies, procedures, rules, and standards to assure they are consistent with this Agreement.

7. FHP, together with FDOT, will research, evaluate, and conduct training in the most advanced technologies, equipment, and approved methods for the documentation and investigation of crash or traffic incident scenes. FHP, using these techniques, will prioritize the investigative tasks that impede traffic and reopen travel lanes upon completion of such tasks that must be conducted in order to minimize impeding traffic.

8. Roadways will be cleared as soon as possible. It is the goal of all agencies that all incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer. This goal is made with the understanding that more complex scenarios may require additional time for complete clearance.

9. This Agreement applies to the impacts of roadway traffic incidents and does not apply to closures that are necessary for the furtherance of motorists' safety such as those undertaken for high winds, flooding, ice, fog, smoke, or other circumstance.

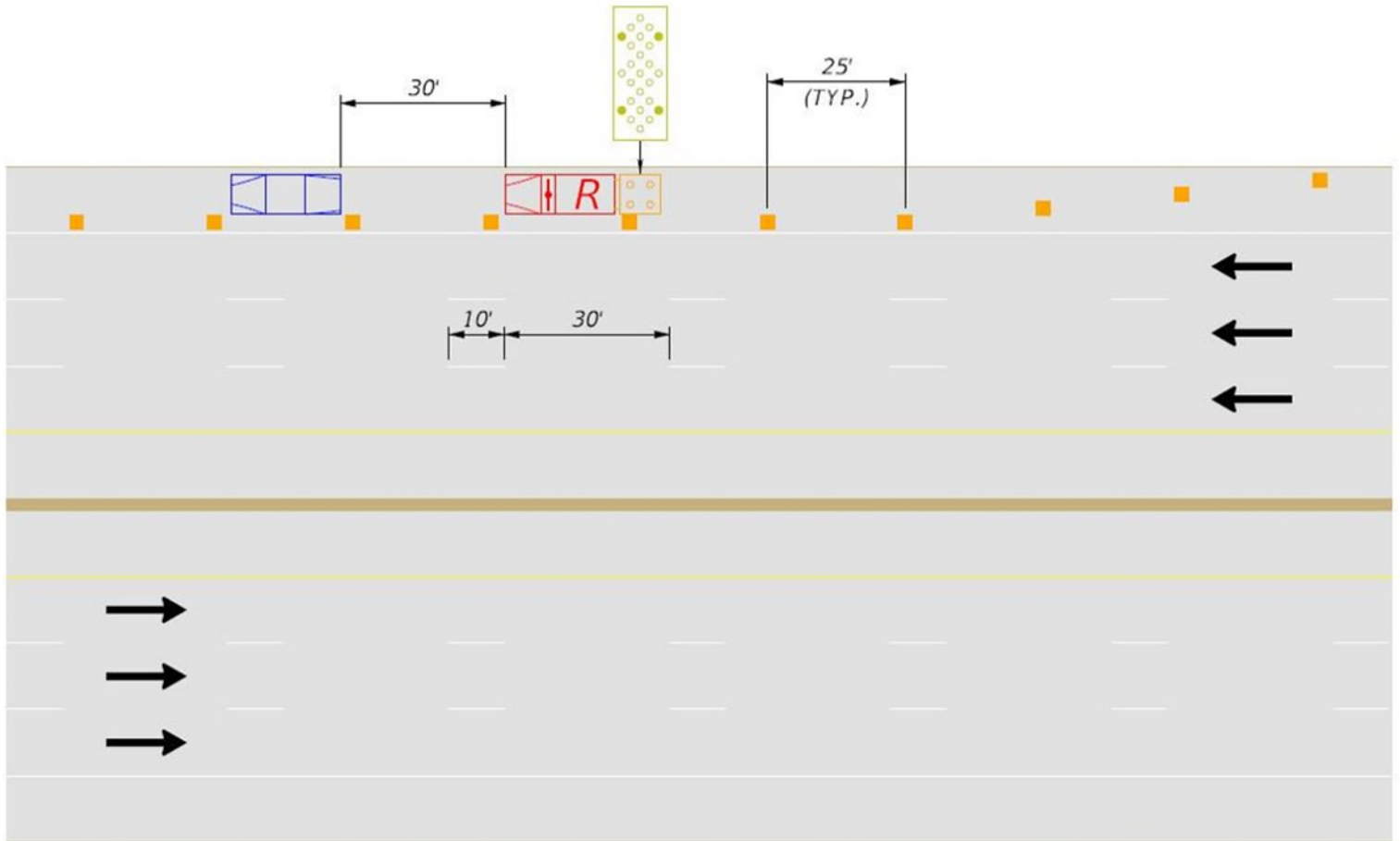
10. FHP and FDOT will actively solicit and enlist other state, county, and local agencies, political subdivisions, industry groups, and professional associations to endorse this Agreement for the State of Florida.

11. FHP will be responsible for calling a meeting with FDOT in July of each year to review this policy, and make changes as necessary.

12. With the mutual agreement of both parties, this policy agreement may be terminated on an agreed upon date without penalty to either party.

# Attachment G Sample Maintenance of Traffic (MOT) Diagrams

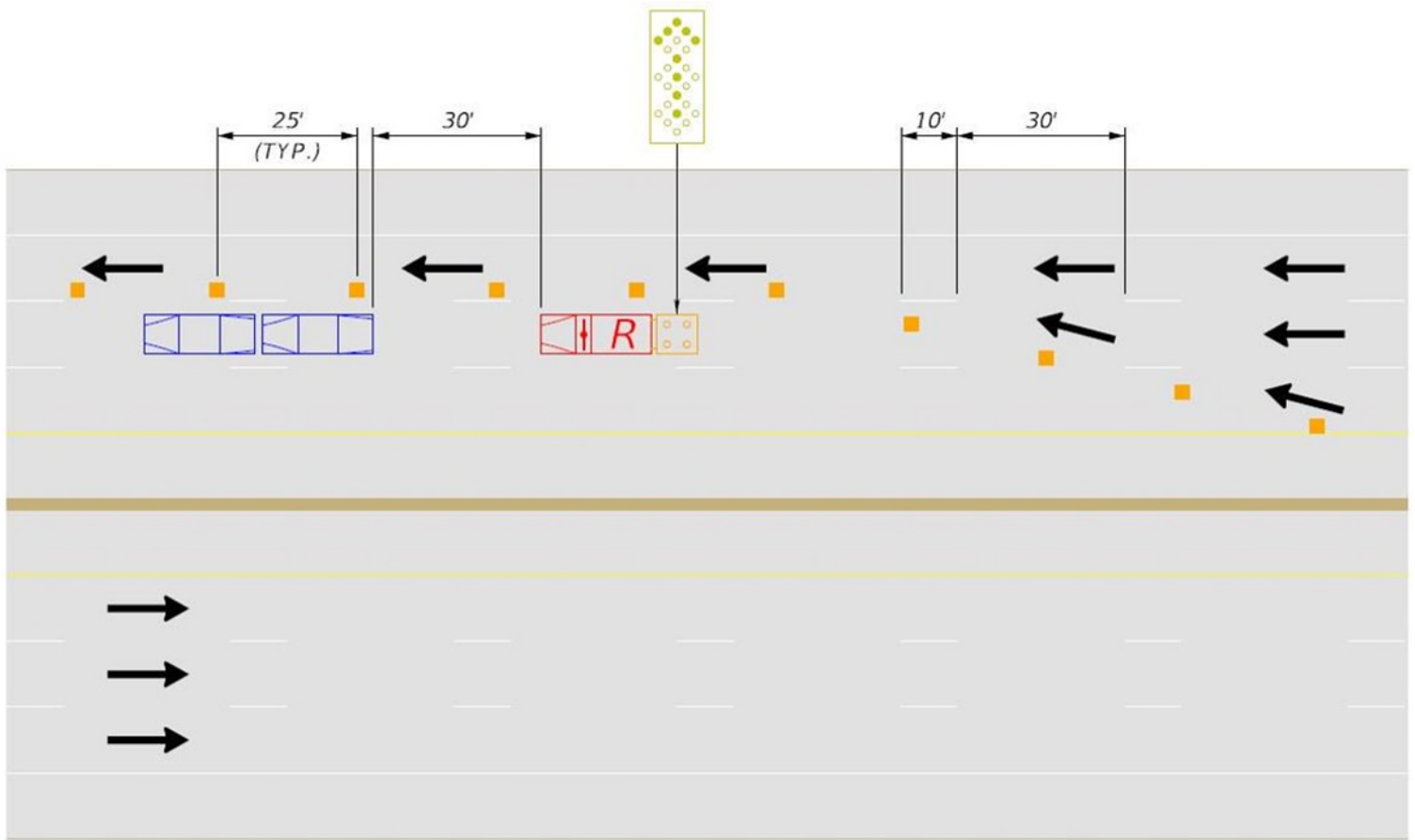
## SHOULDER MOT SET-UP



- Traffic Cones
- Lane Identification and Direction of Traffic
- ▭ Disabled Vehicle
- ▭ R ▭ Road Ranger With Warning Lights

# UPON ARRIVAL - ROAD RANGER # 1

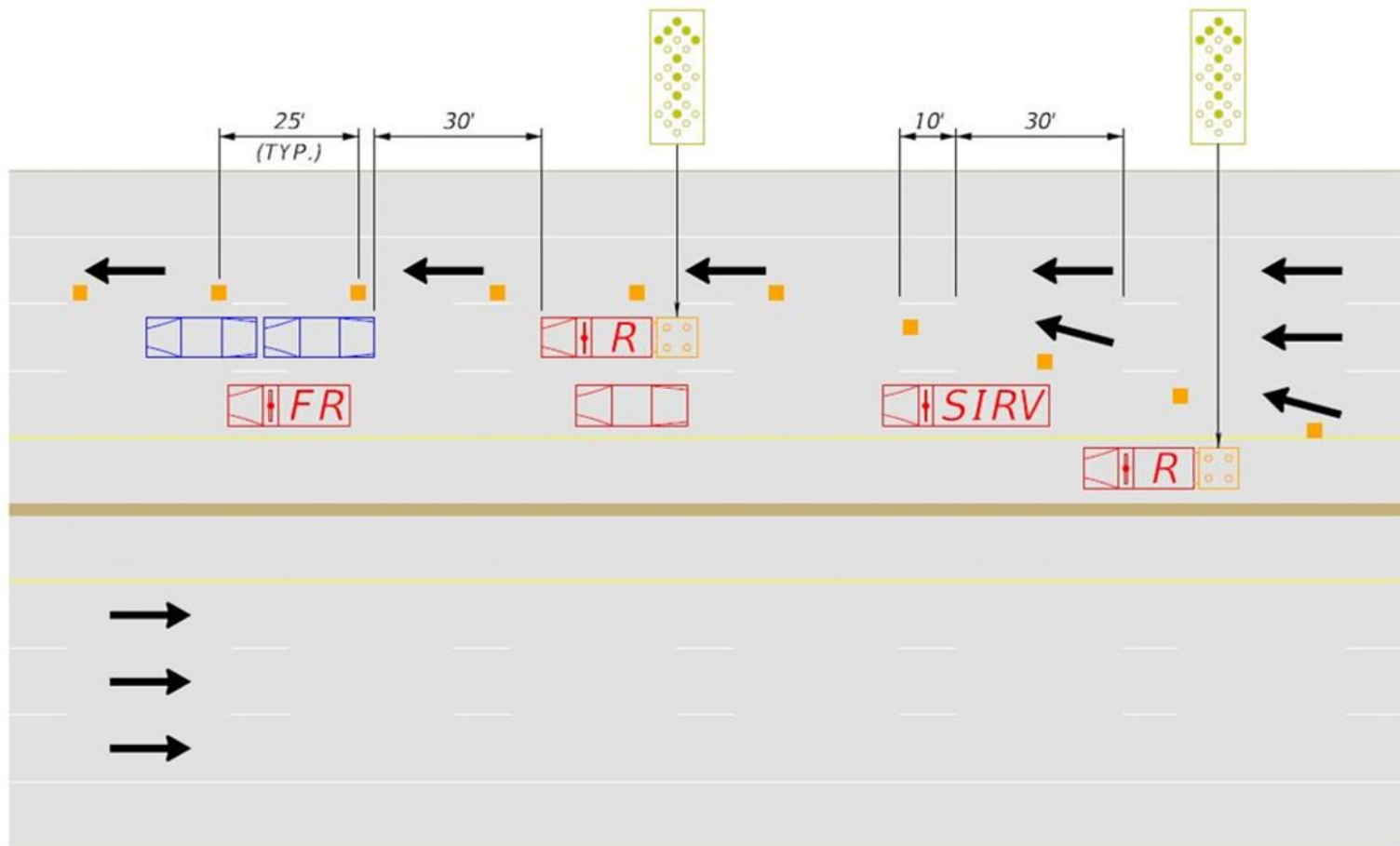
Arrive, Assess, Advise, Assist



- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ▭ Disabled Vehicles
- ▭ R ▭ Road Ranger With Warning Lights



# SIRV ARRIVAL – UPGRADE MOT



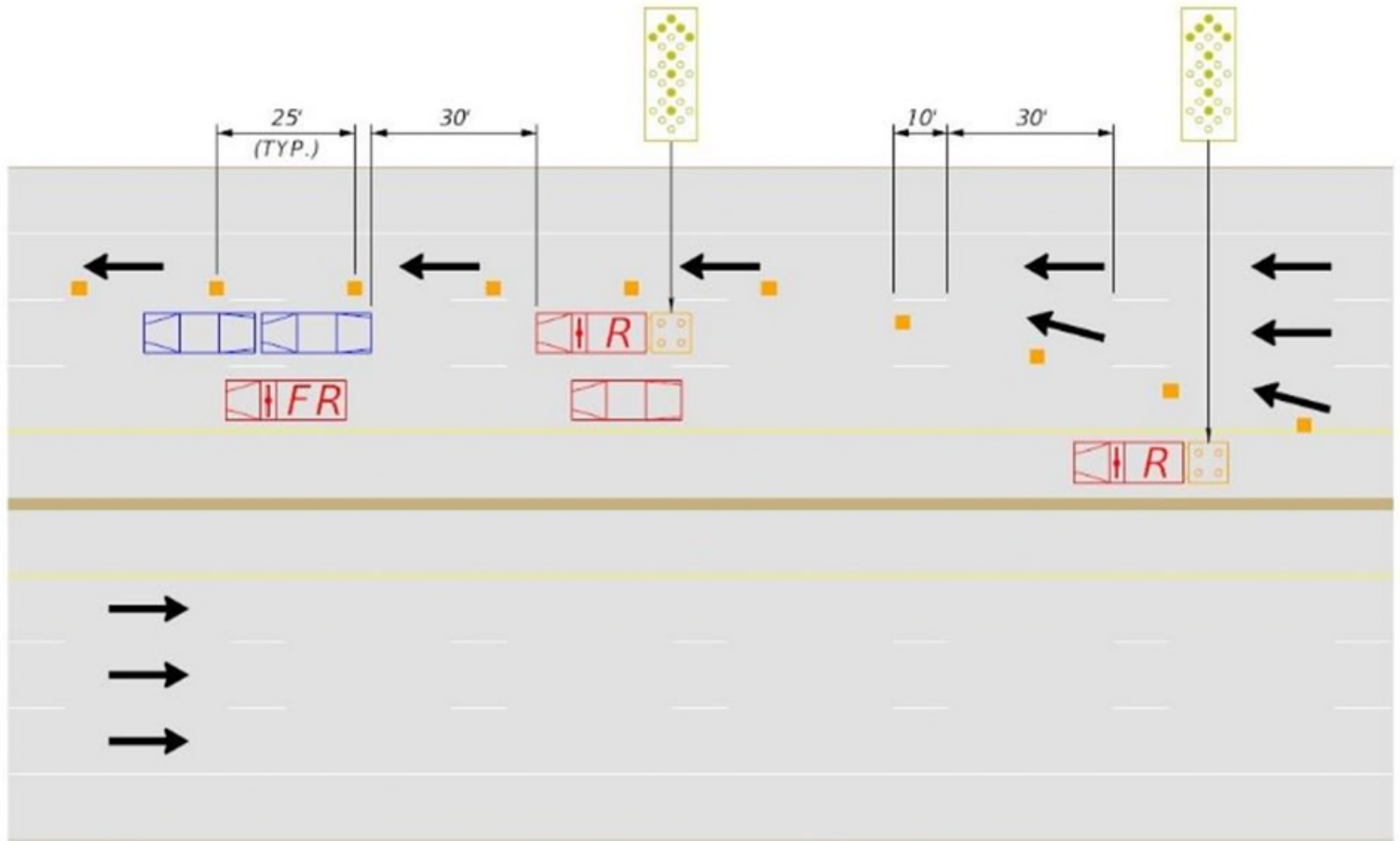
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ▭ Disabled Vehicles

- ▭ FR Rescue
- ▭ Police
- ▭ R Road Ranger With Warning Lights
- ▭ SIRV Severe Incident Response Vehicle

# Appendix H Sample Maintenance of Traffic Express Lanes Diagrams

## EXPRESS LANES MOT SET-UP SCENARIOS

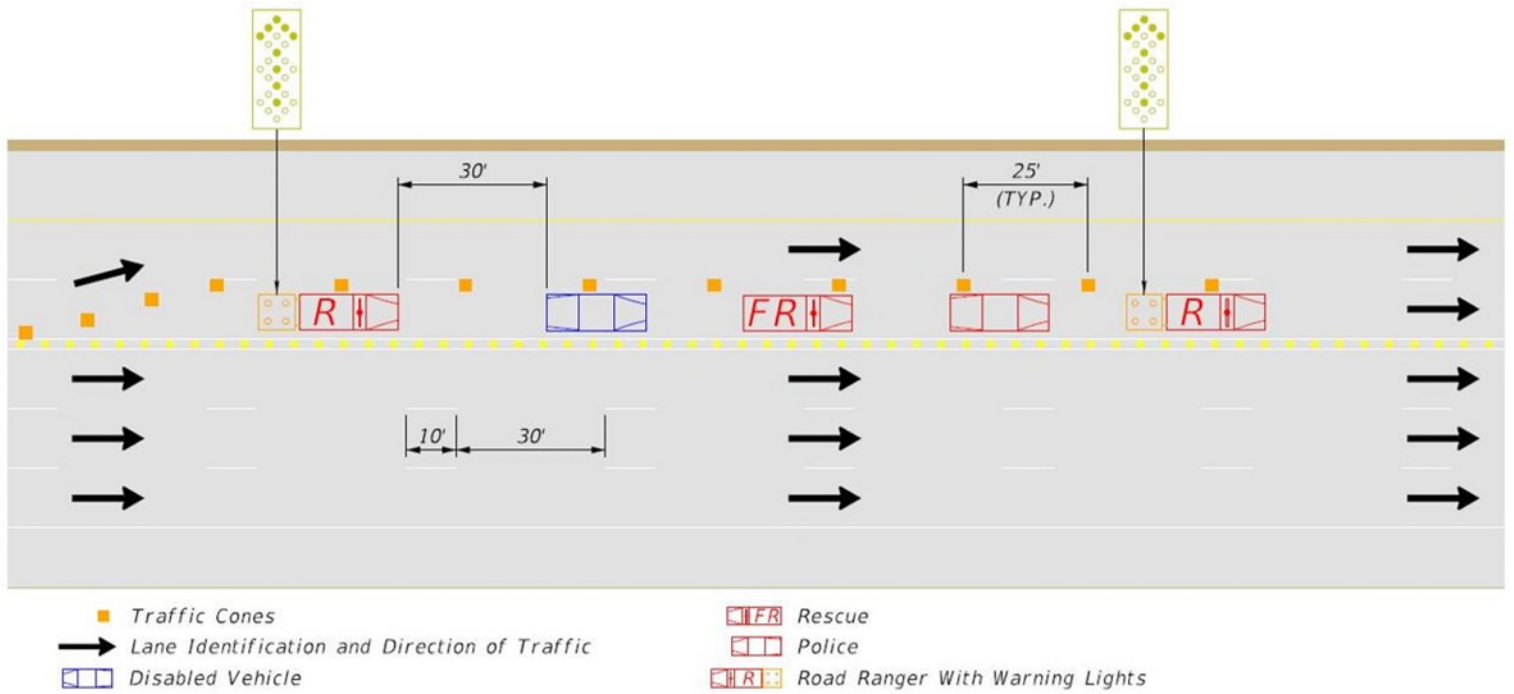
### Right Lane MOT Set-Up



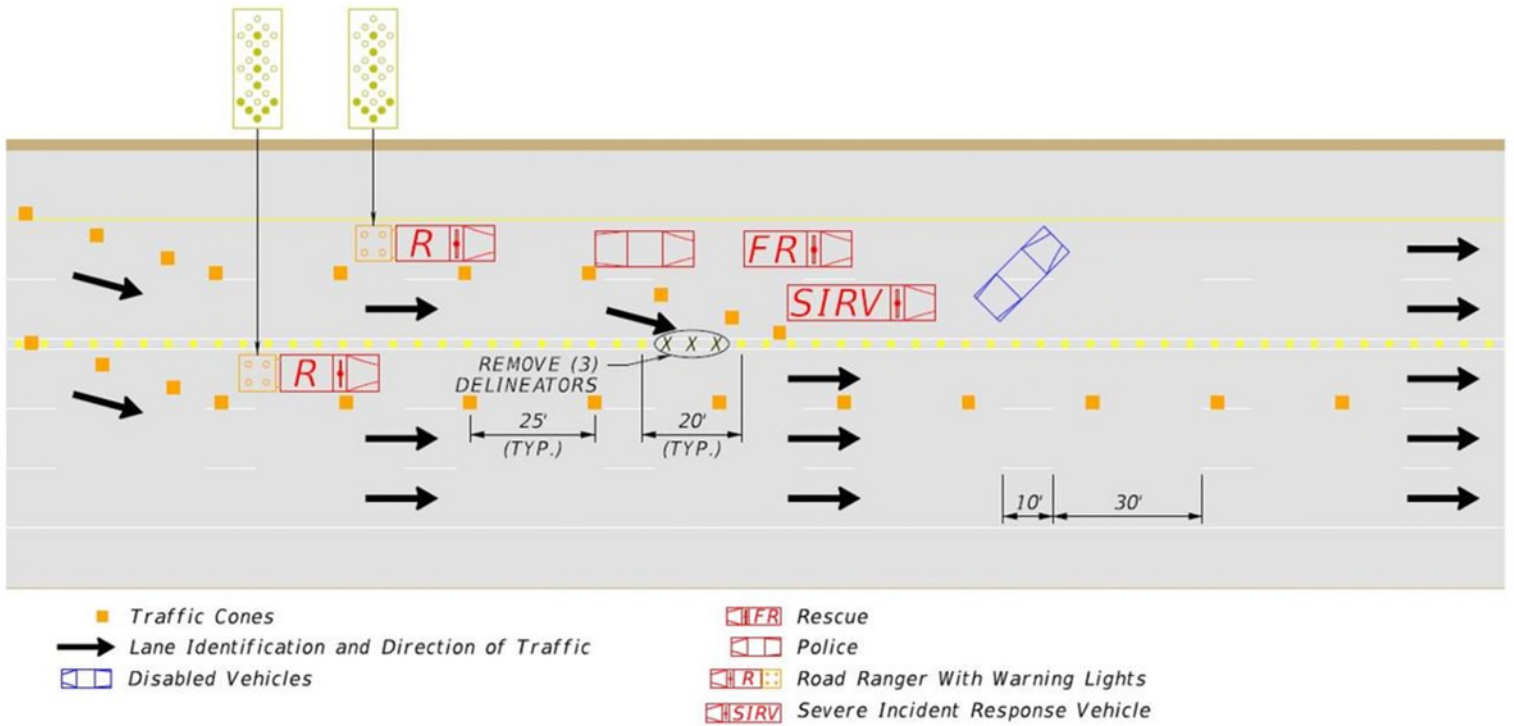
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- Disabled Vehicles
- FR Rescue
- Police
- R Road Ranger With Warning Lights

### Left Lane MOT Set-Up

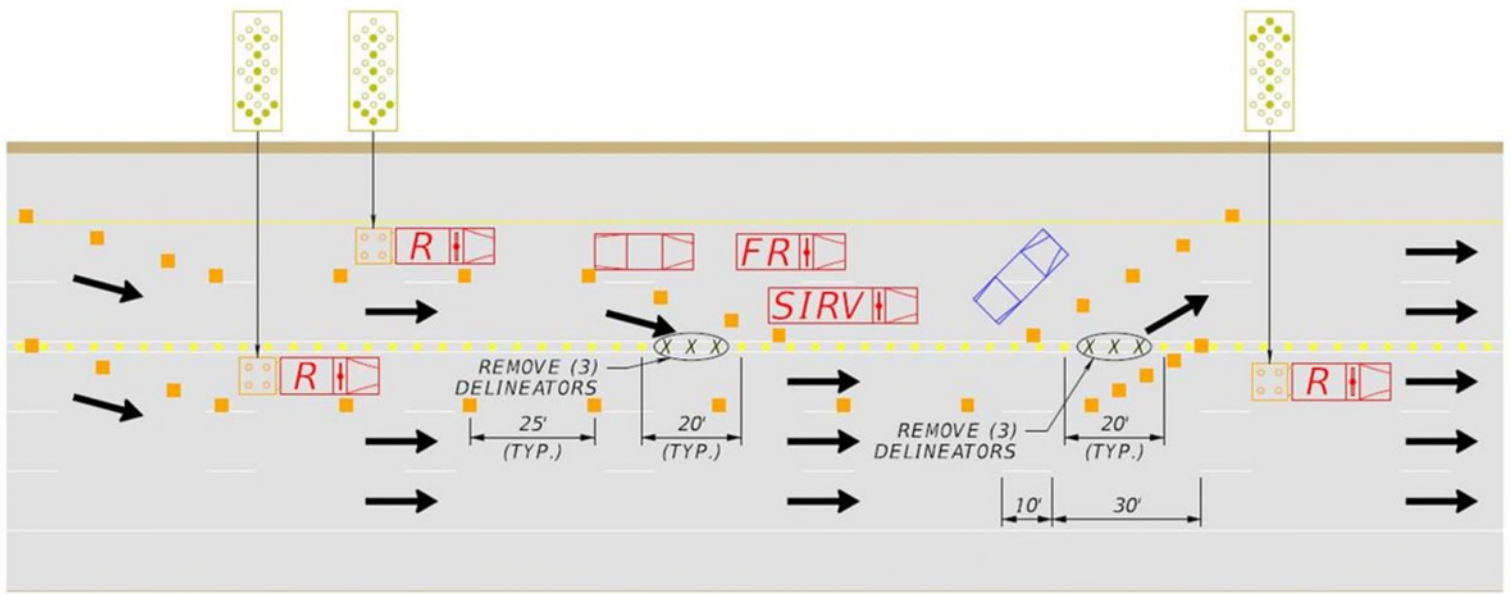




### Complex MOT Set-Up for Redirection - Out of Express Lanes to General Purpose Lanes

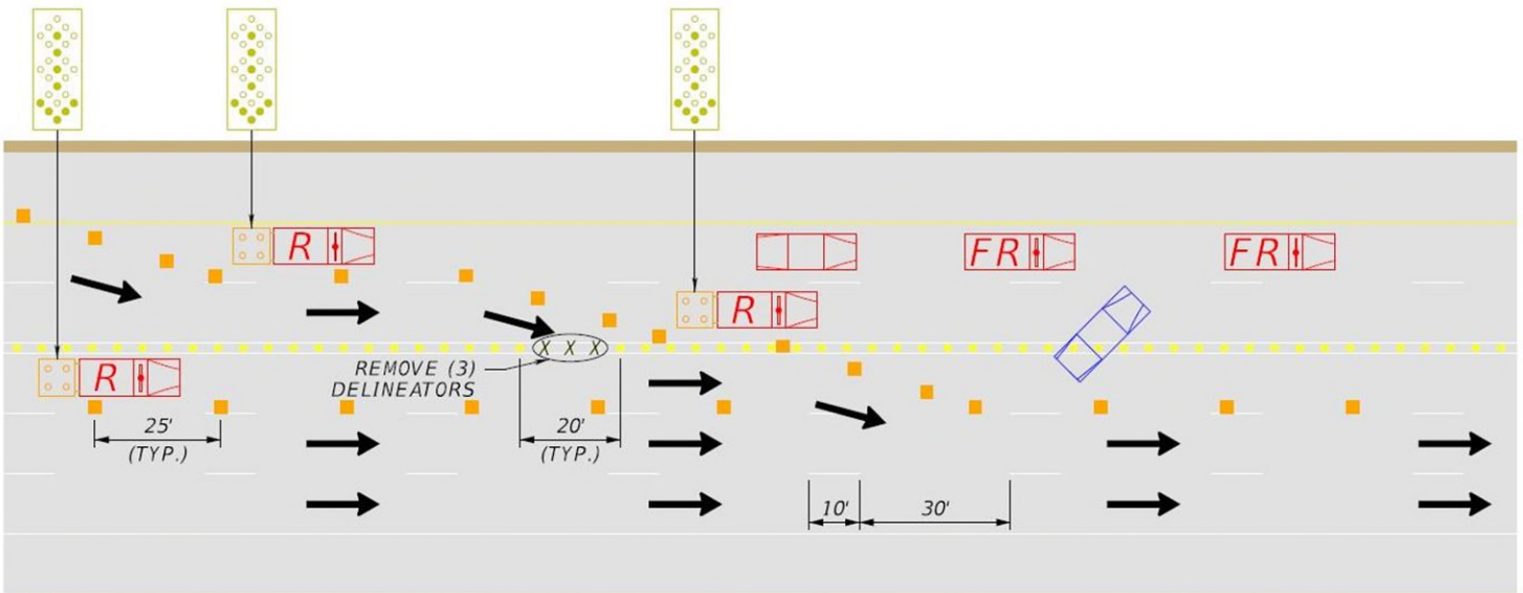


### Complex MOT Set-up for Redirection - Out of Express Lanes and Back Into Express Lanes



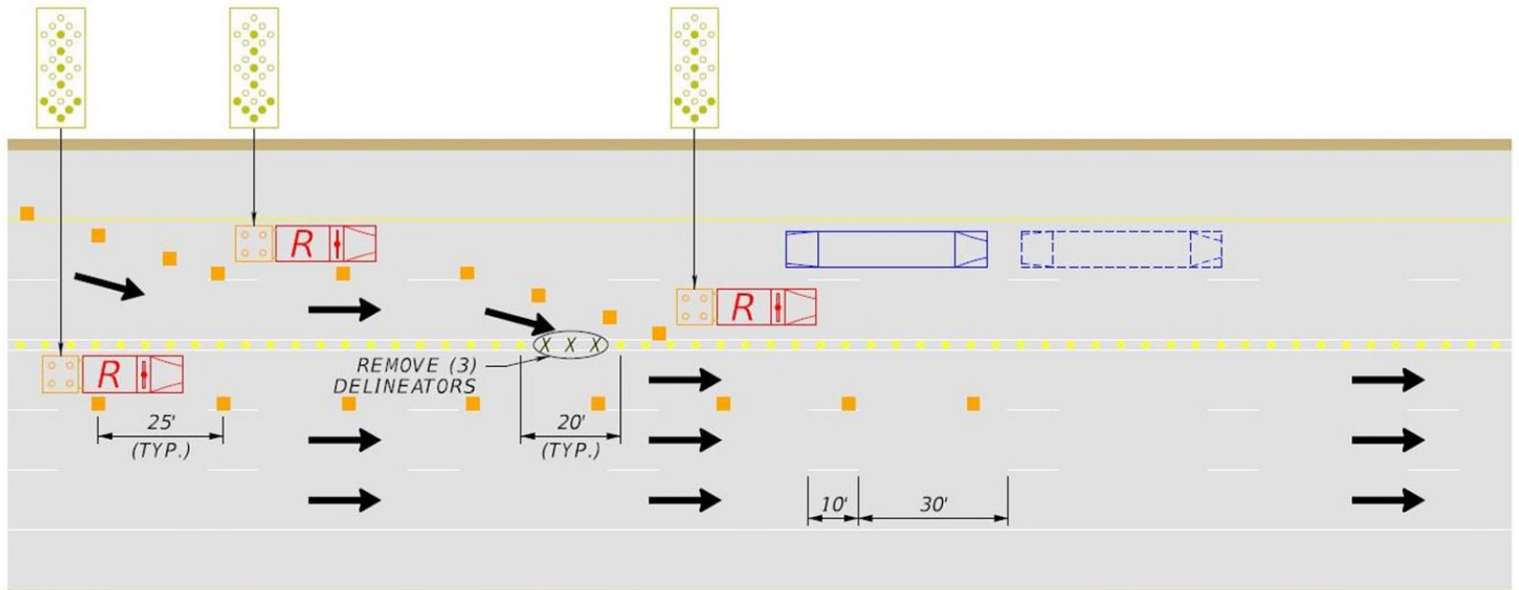
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ☐ Disabled Vehicles
- ☐FR Rescue
- ☐ Police
- ☐R Road Ranger With Warning Lights
- ☐STRV Severe Incident Response Vehicle

### 95 Express Lanes and General-Purpose Rollover Crash Redirection



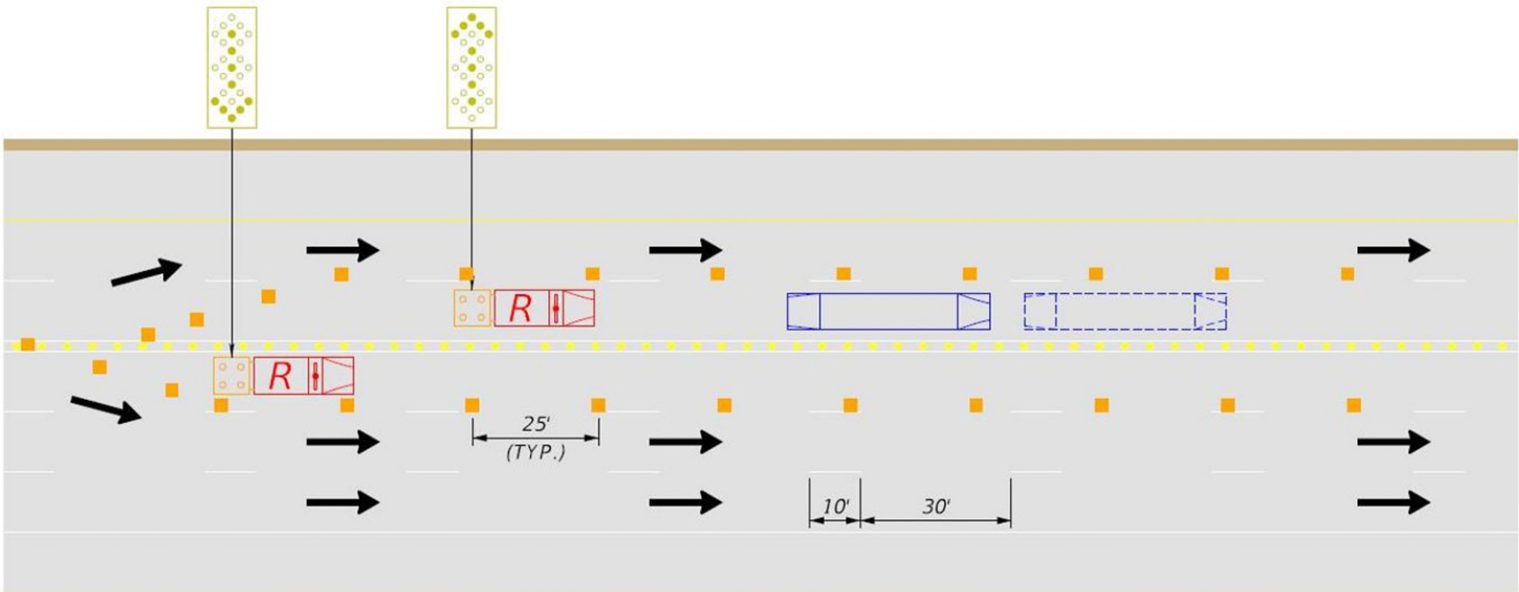
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ☐ Disabled Vehicles
- ☐FR Rescue
- ☐ Police
- ☐R Road Ranger With Warning Lights
- ☐STRV Severe Incident Response Vehicle

## 95 Express Lanes Disabled Bus Redirection



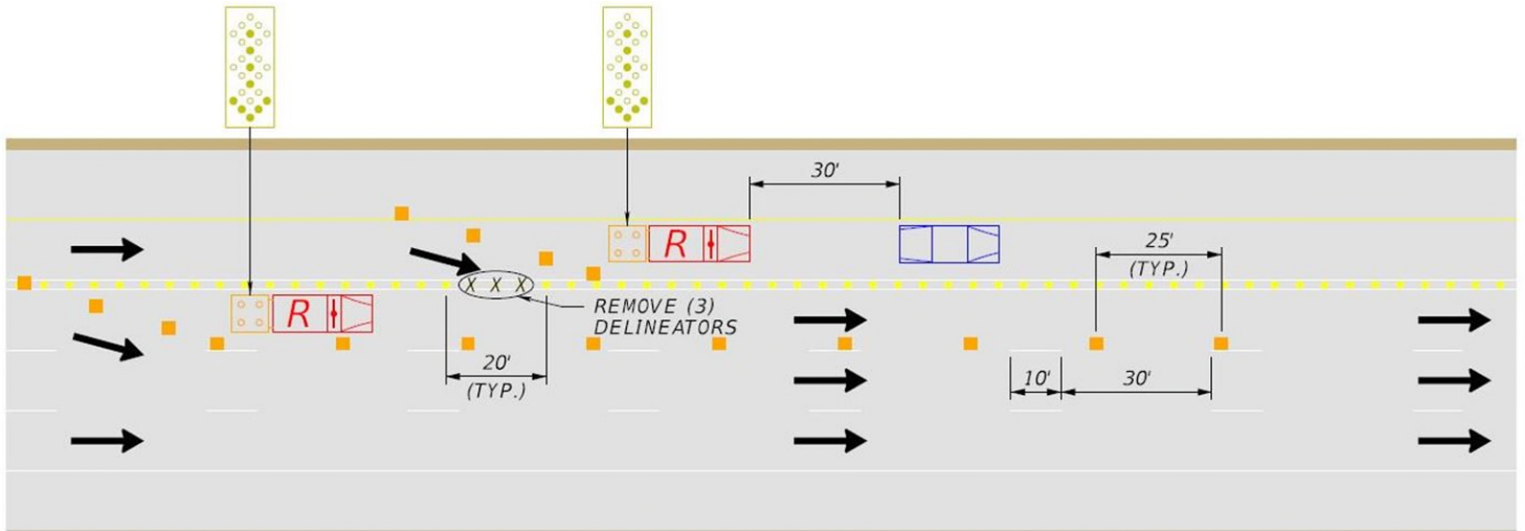
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- Bus
- Disabled Bus
- FR Rescue
- P Police
- R Road Ranger With Warning Lights
- STRV Severe Incident Response Vehicle

## 95 Express Lanes Disabled Bus Redirection (Cont.)



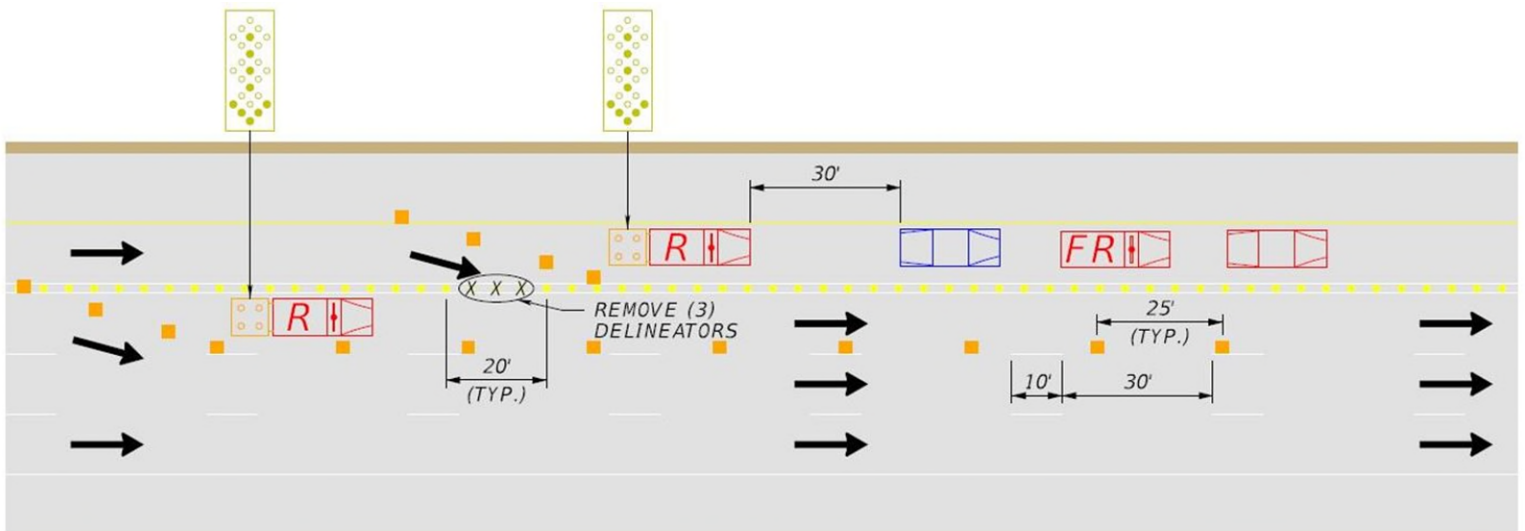
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- Bus
- Disabled Bus
- FR Rescue
- P Police
- R Road Ranger With Warning Lights
- STRV Severe Incident Response Vehicle

## 95 Express Lanes Disabled Vehicle Redirection (Single Lane)



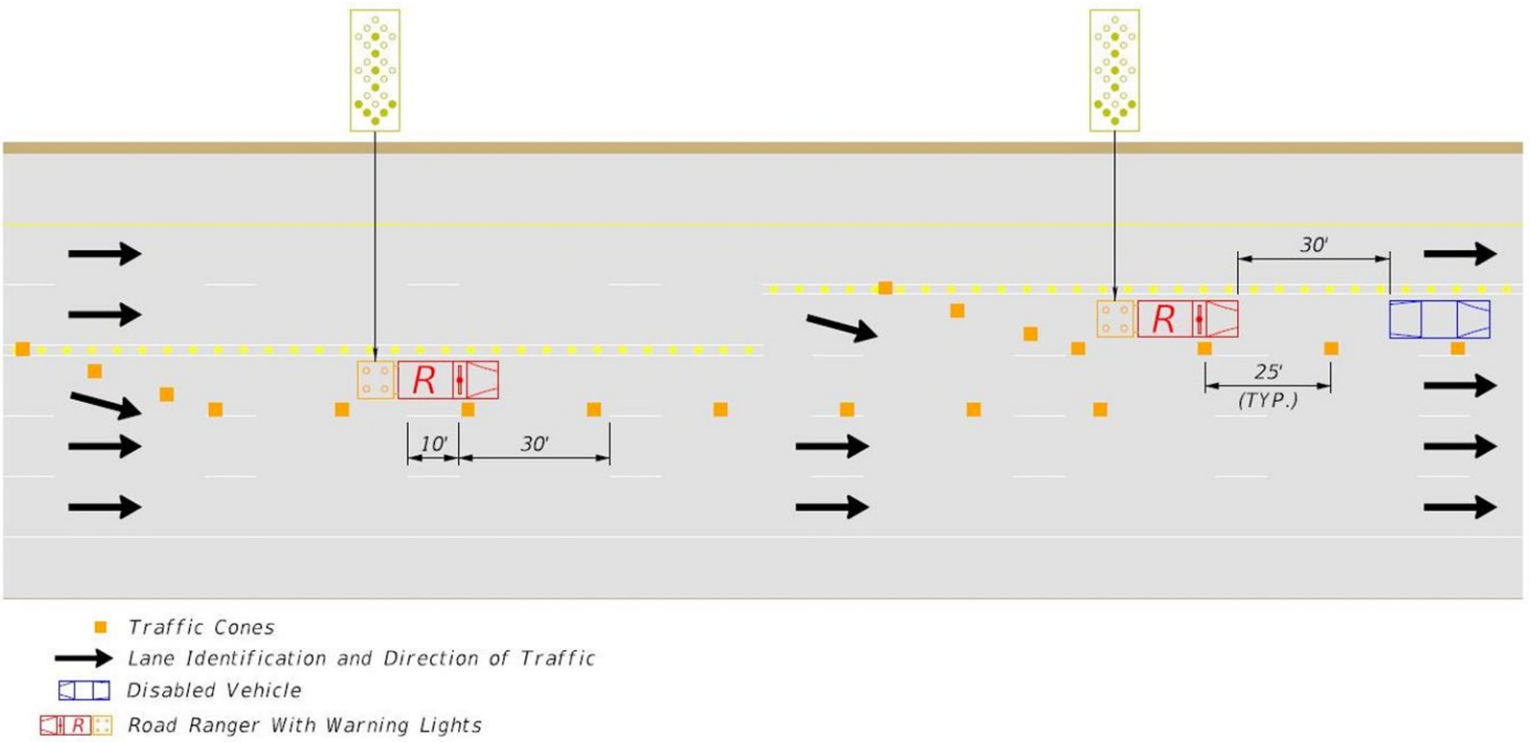
- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ▭ Disabled Vehicle
- ▭ R Road Ranger With Warning Lights

## 95 Express Lanes Crash Redirection (Single Lane)

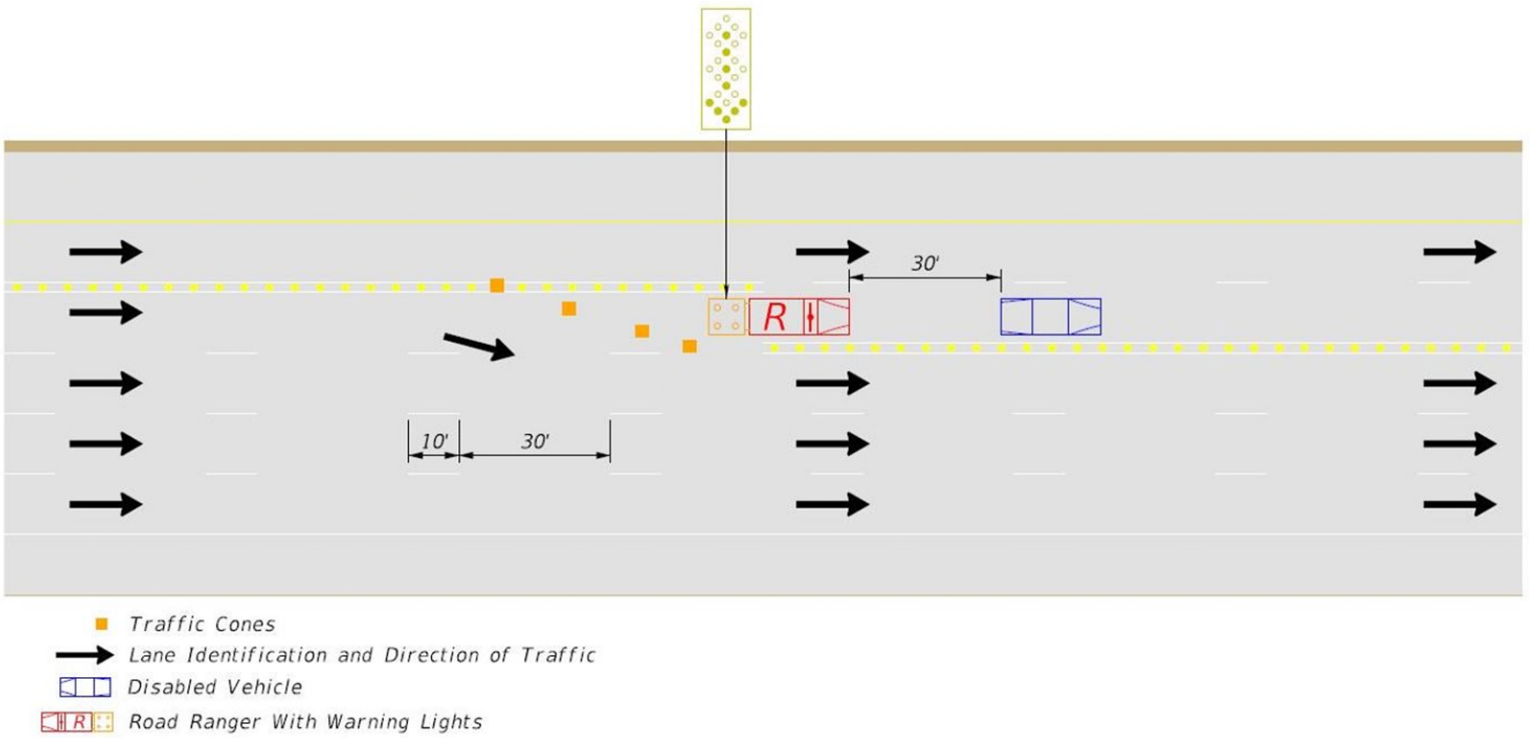


- Traffic Cones
- ➔ Lane Identification and Direction of Traffic
- ▭ Disabled Vehicle
- ▭ FR Rescue
- ▭ P Police
- ▭ R Road Ranger With Warning Lights

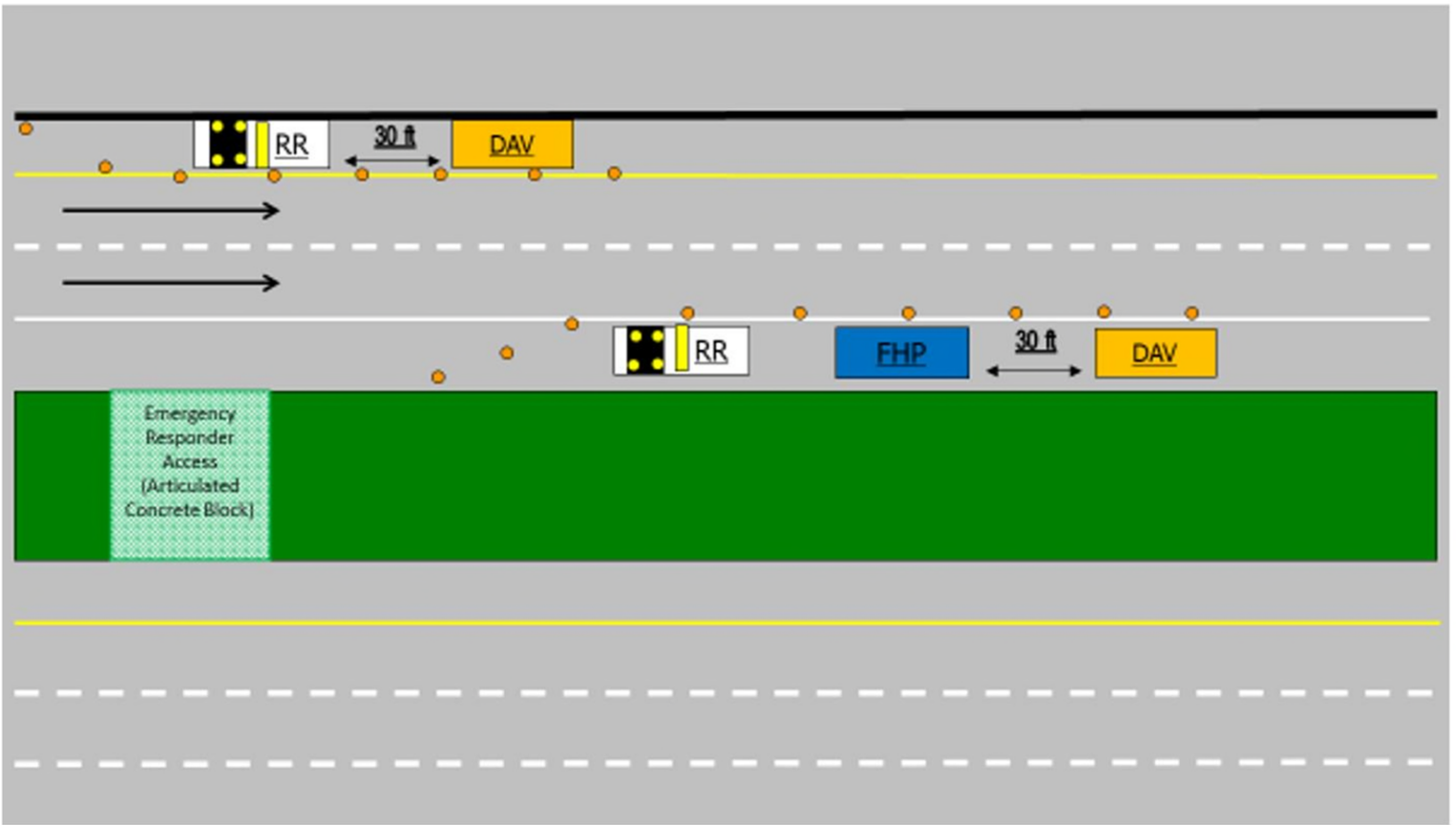
## 95 Express Vehicle Blocking Beyond Egress (Exit) Point



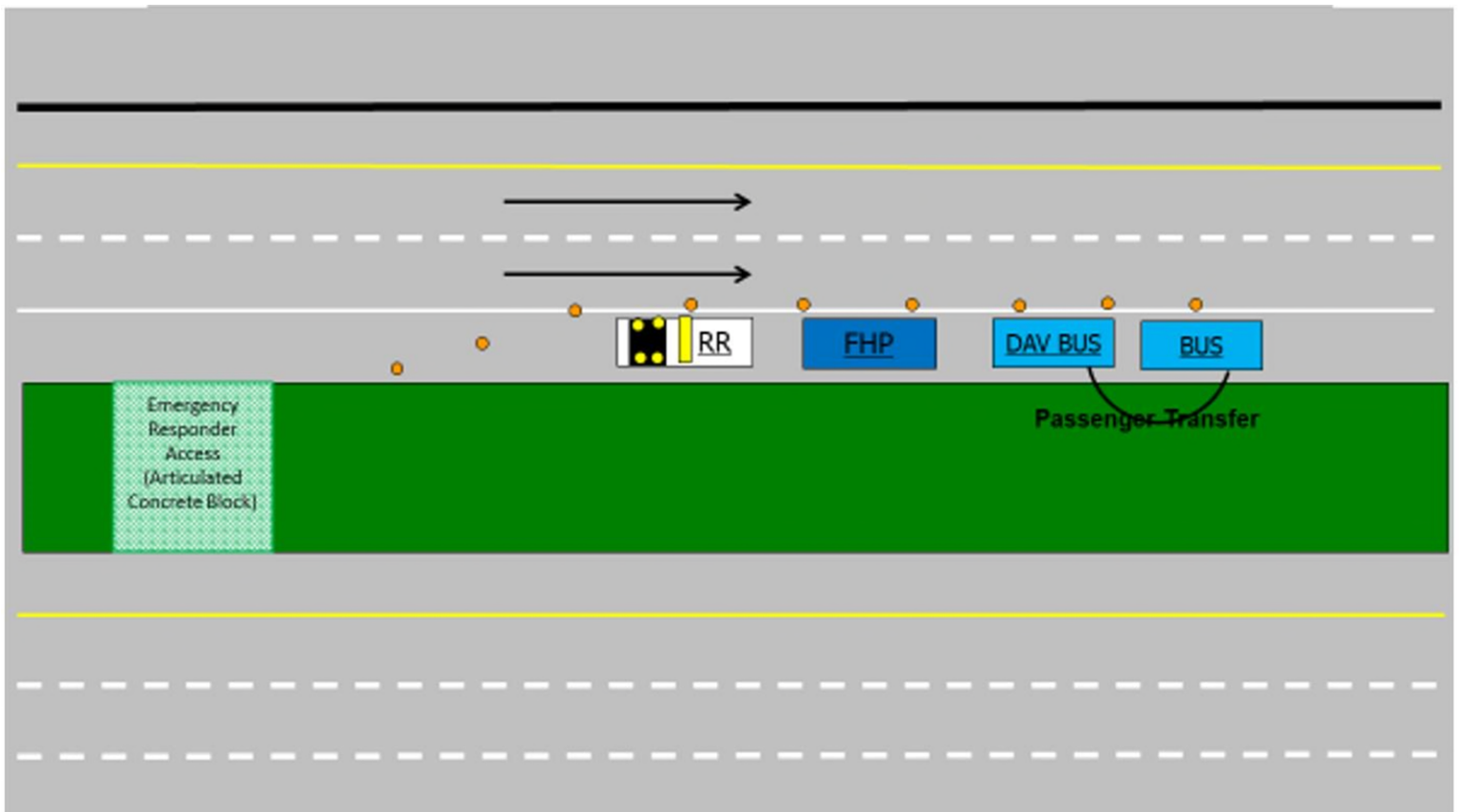
### 95 Express Vehicle Blocking an Ingress (Entrance) Point



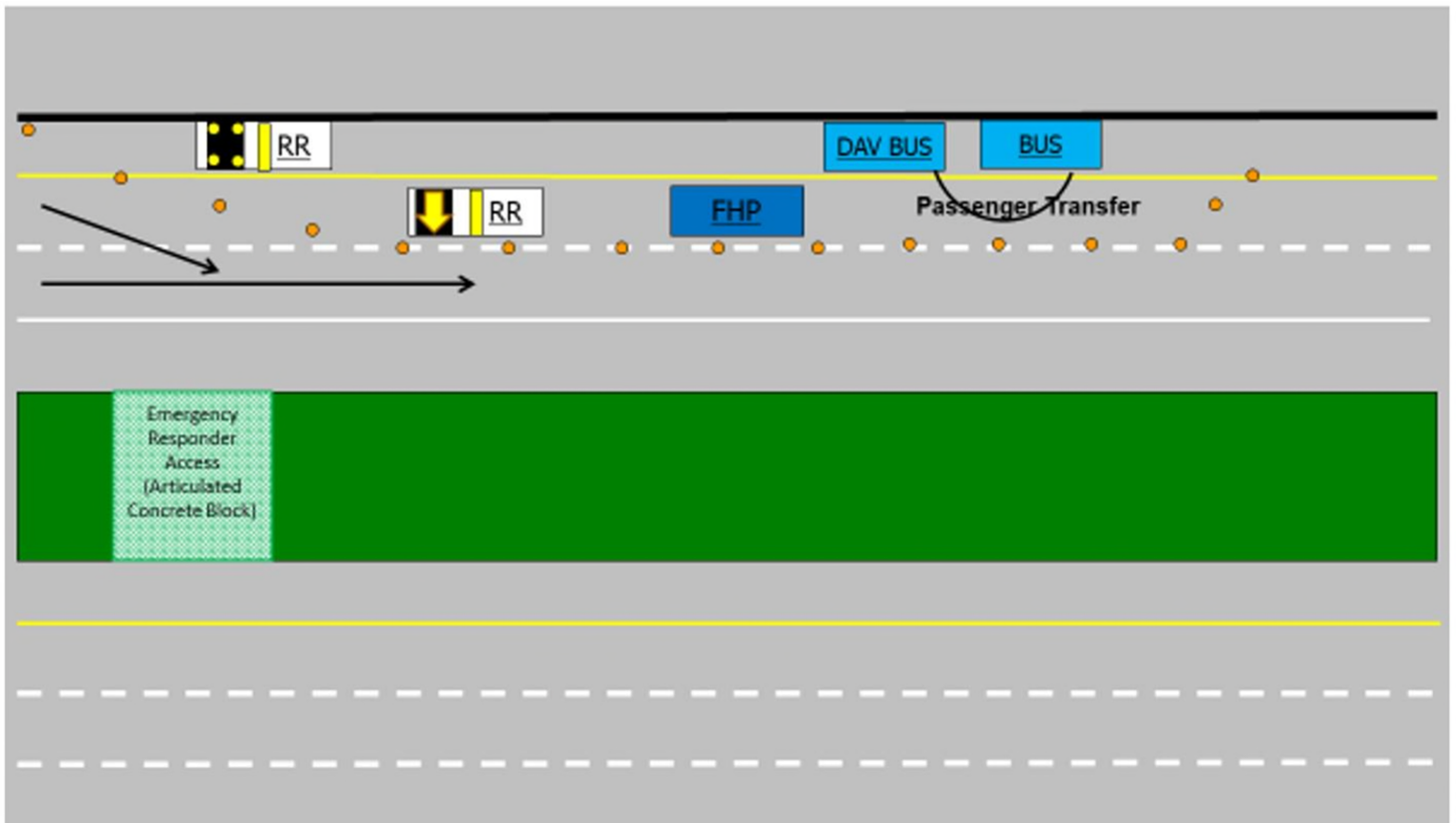
### 75 Express Lanes Disabled Vehicles



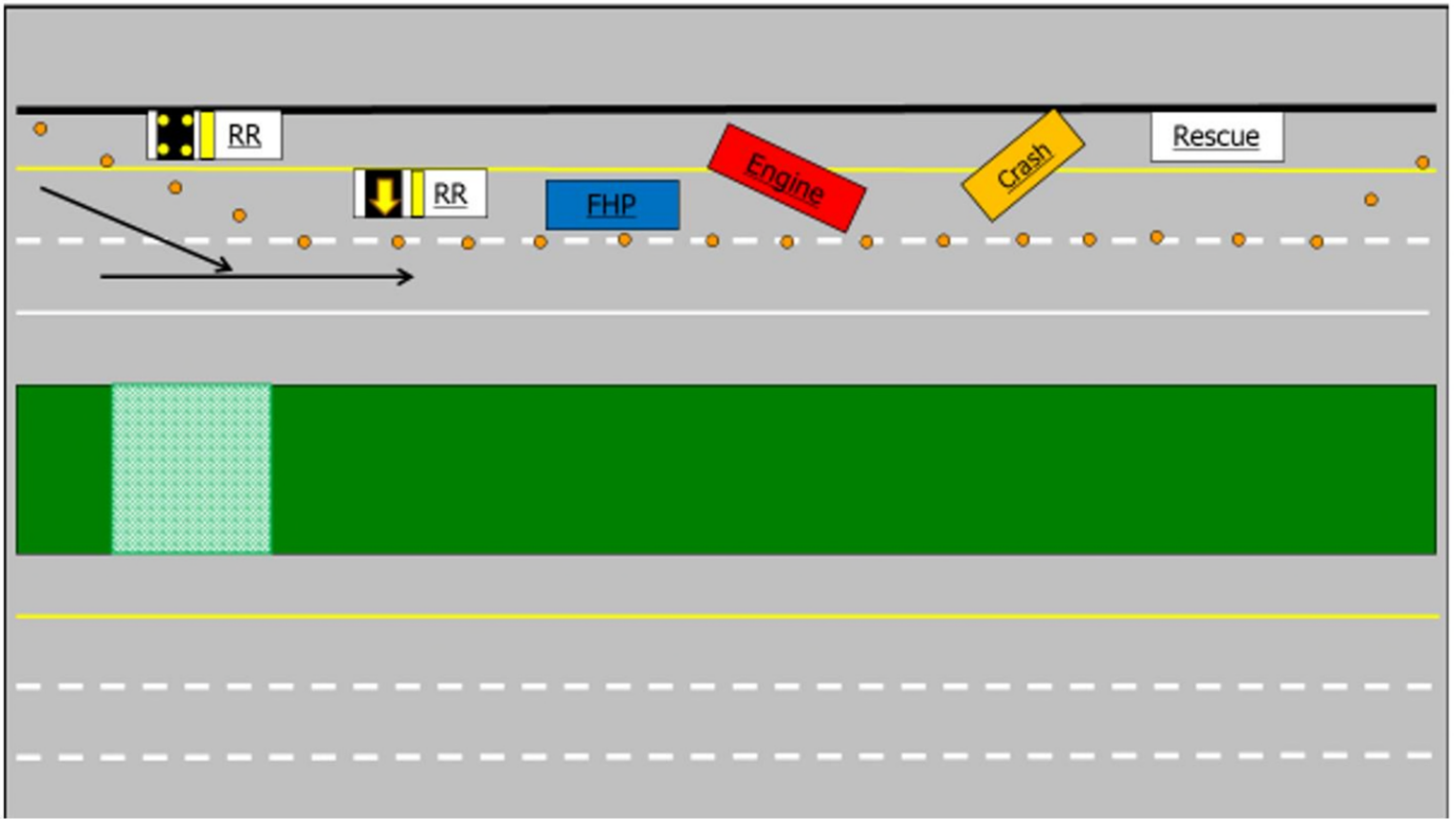
### 75 Express Lanes Disabled Bus (Right Shoulder)



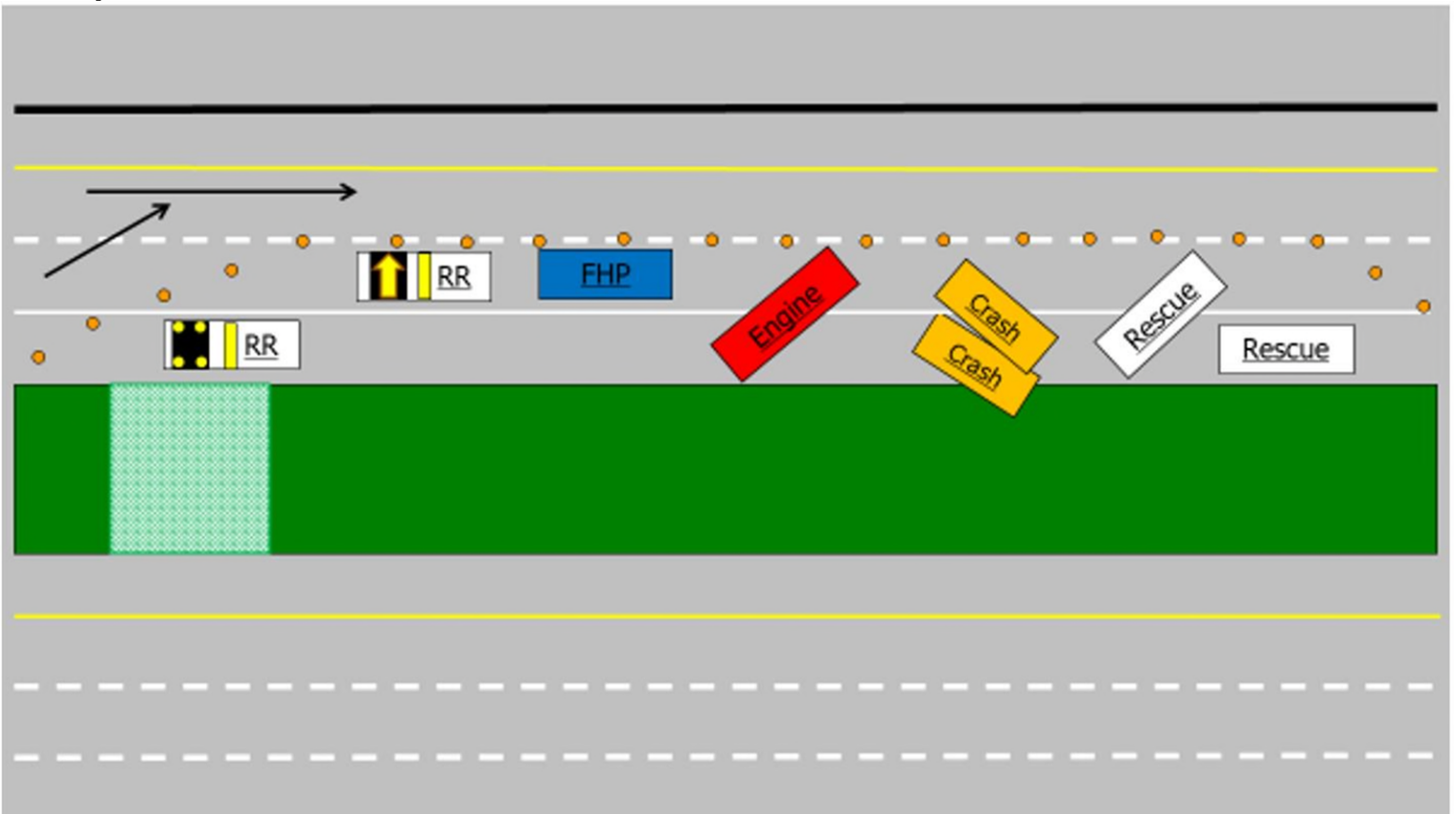
## 75 Express Lanes Disabled Bus (Left Shoulder)



## 75 Express Lanes Crash Redirection

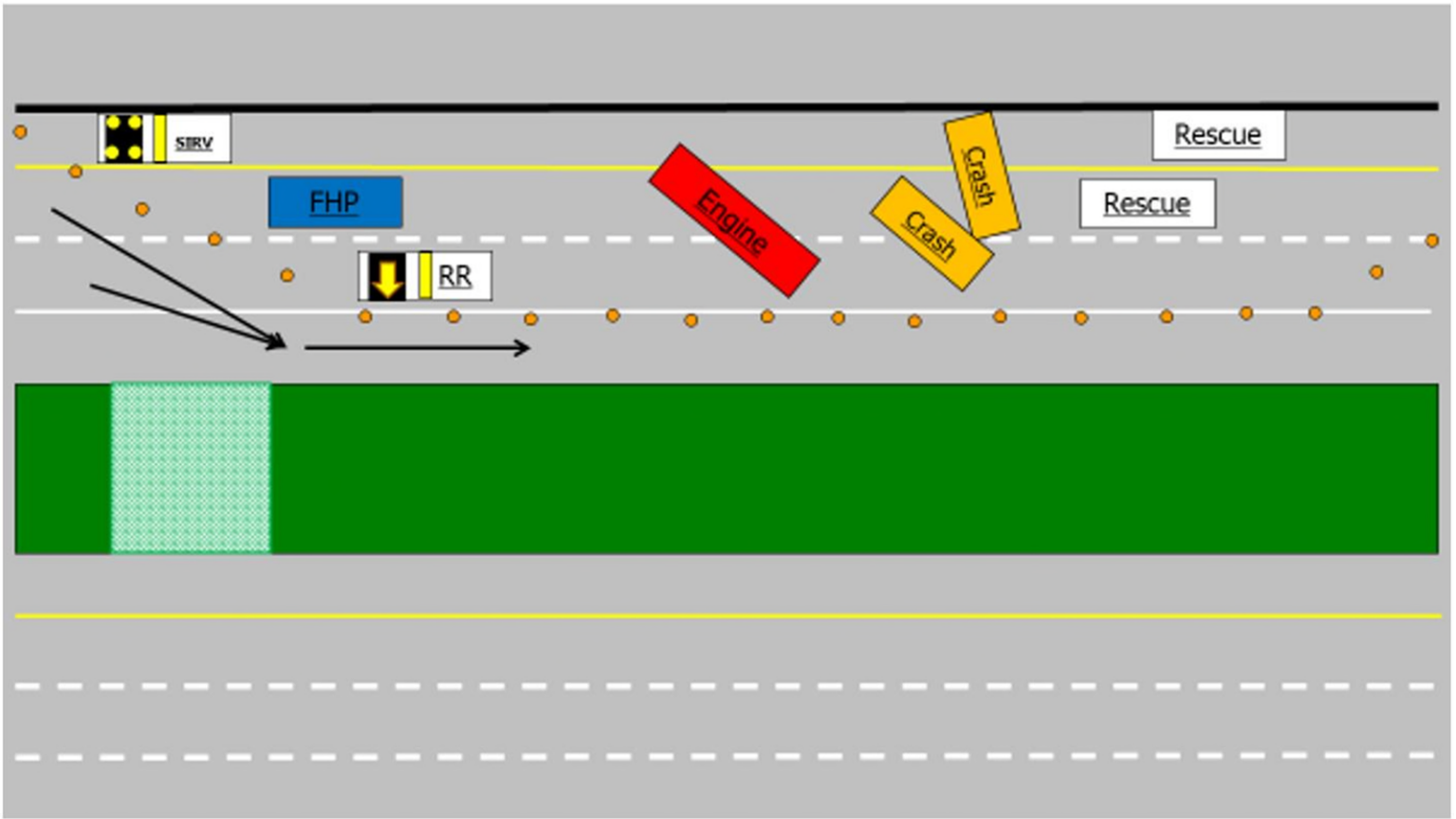


### 75 Express Lanes Crash Redirection

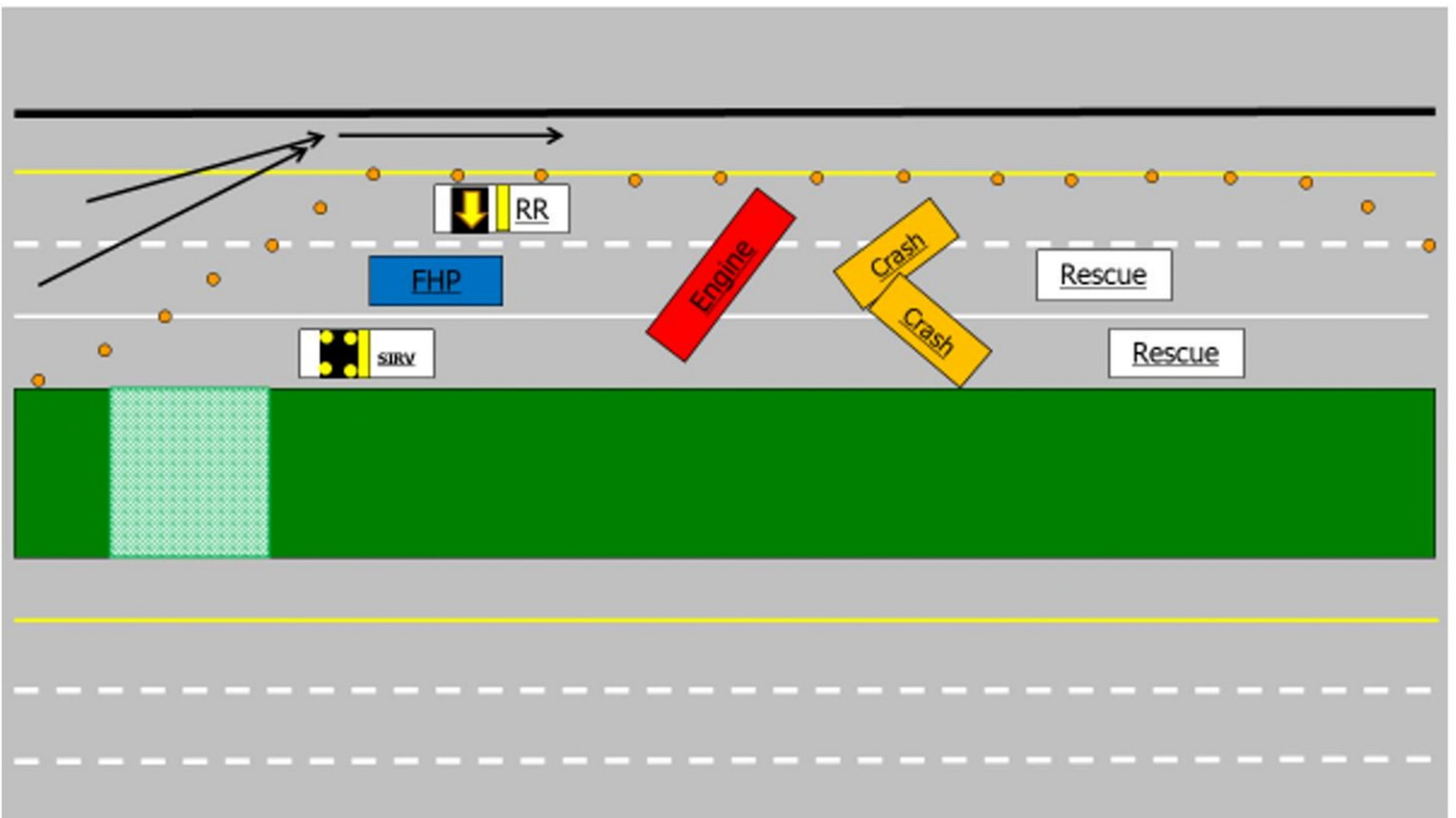


### 75 Express Lanes Traffic Crash Redirection - Shoulder

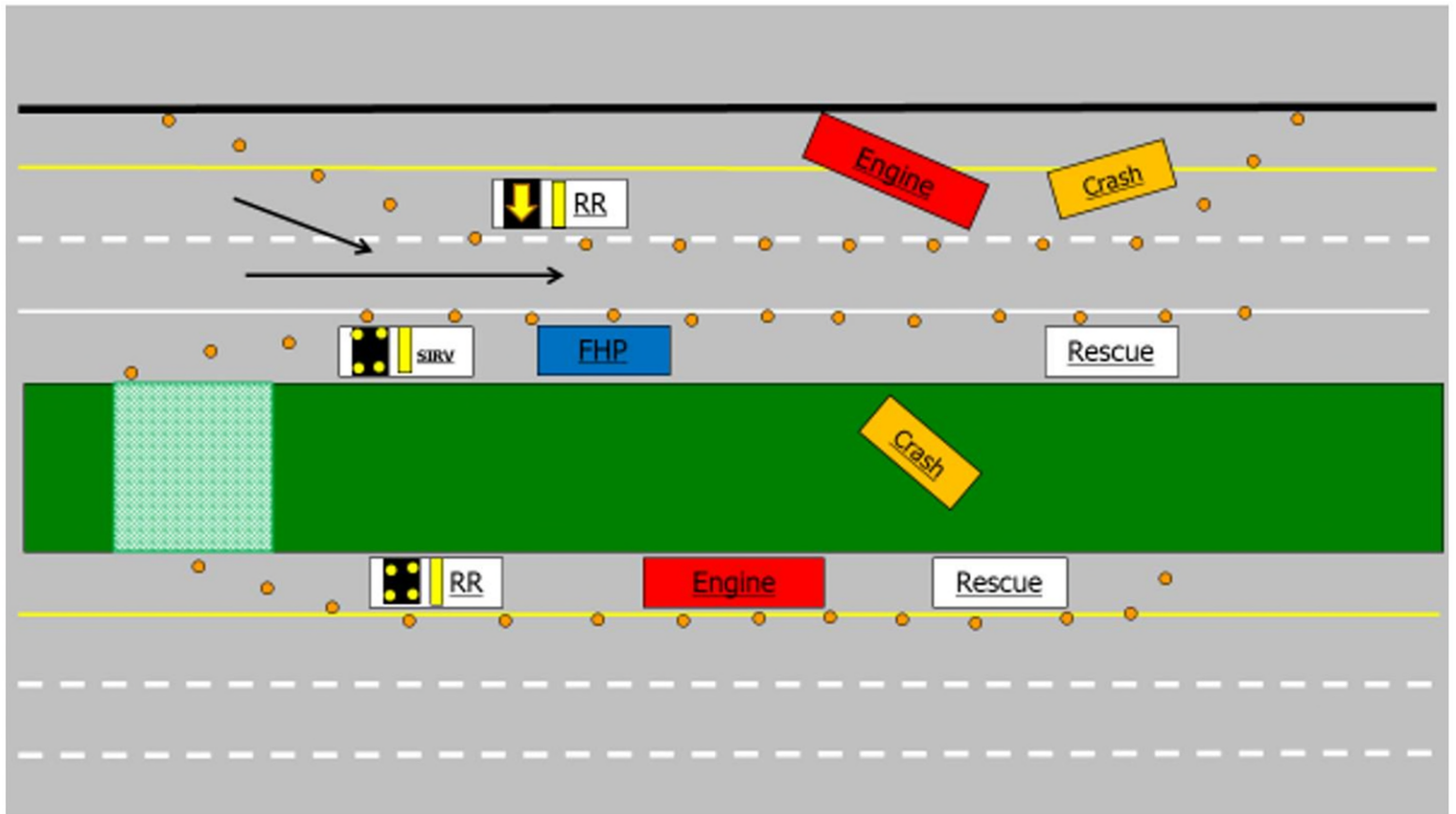




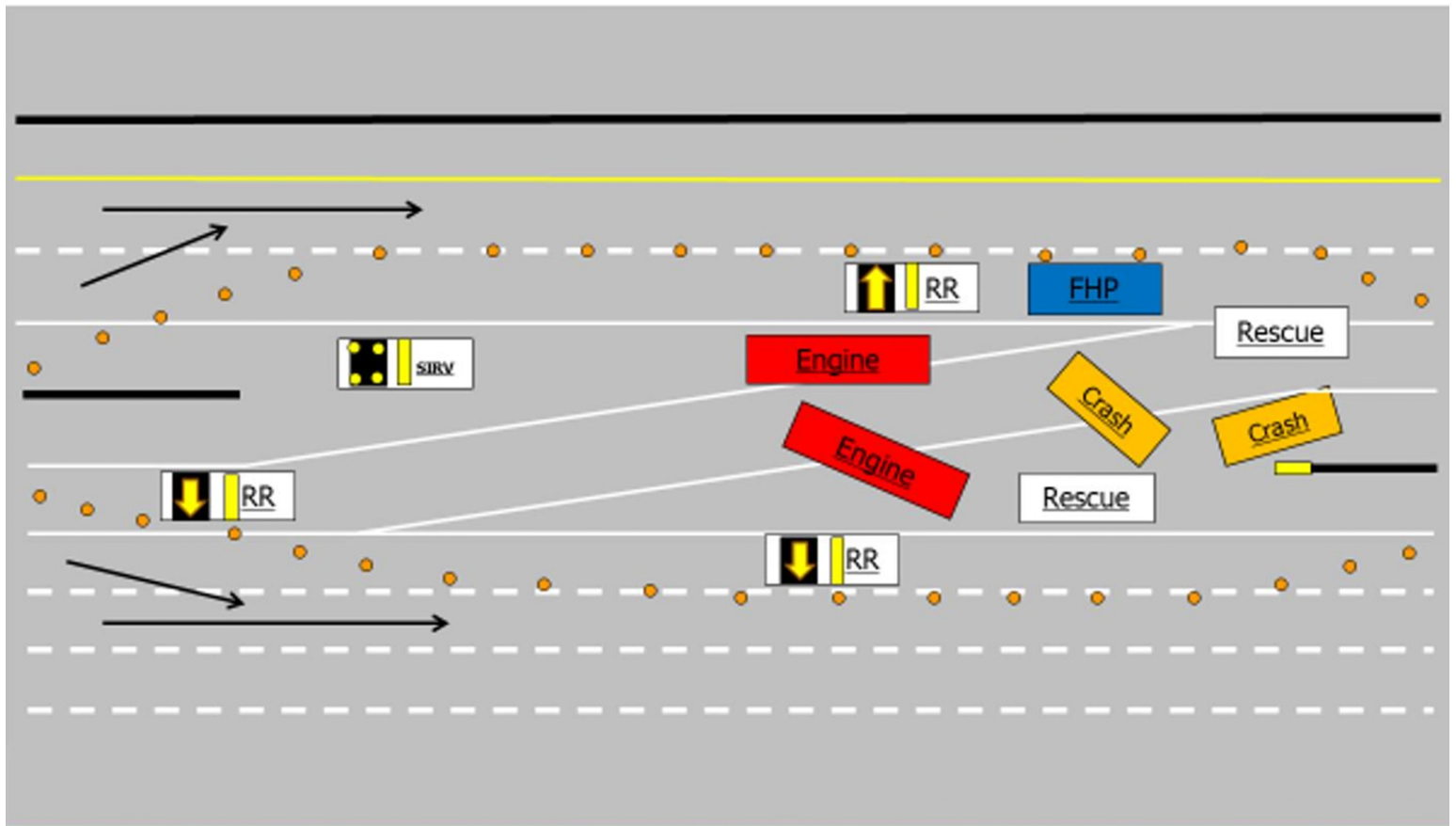
75 Express Lanes Traffic Crash Redirection - Shoulder



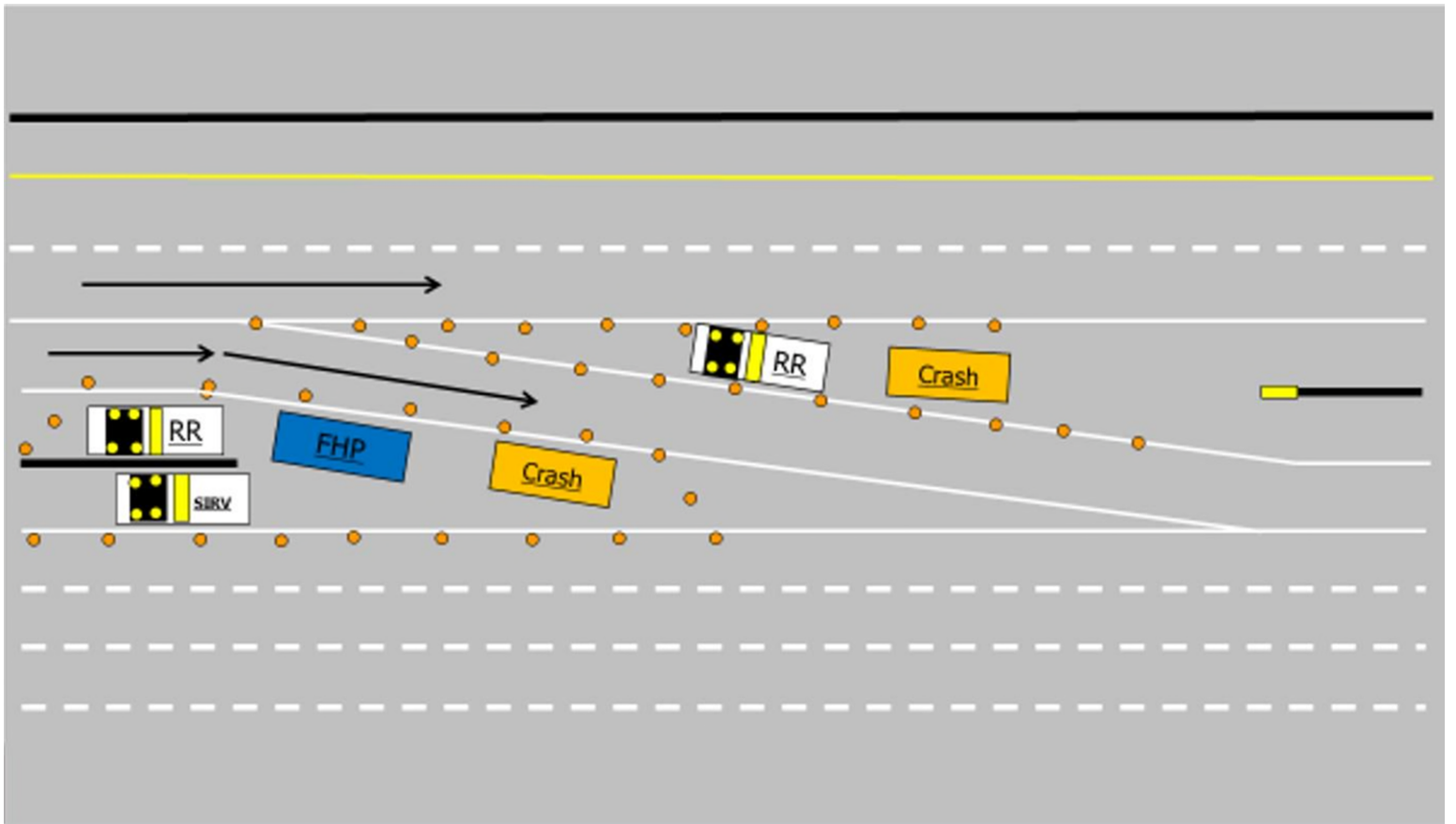
# 75 Express Lanes Crash Redirection



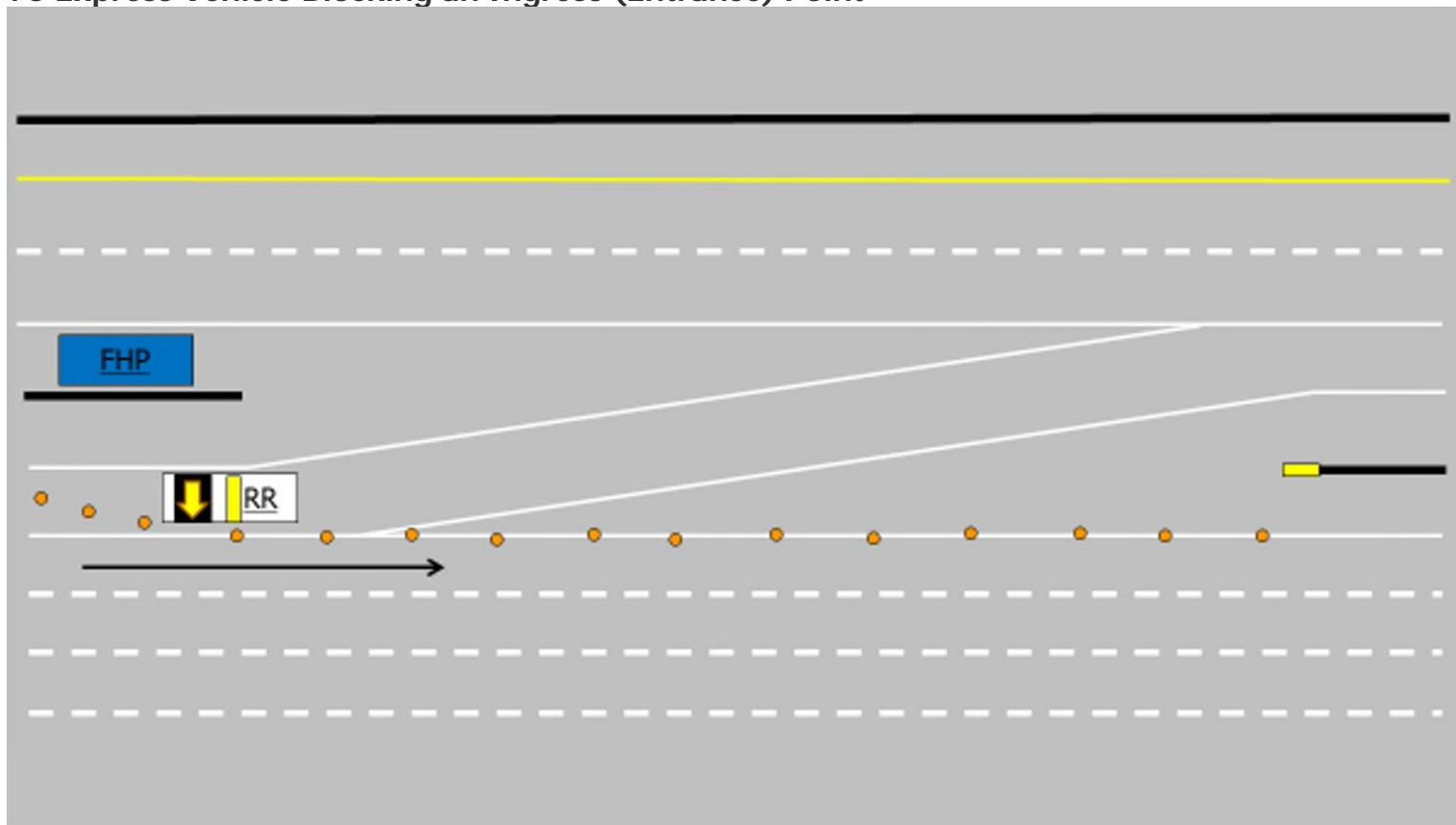
## 75 Express Lanes Crash Redirection



## 75 Express Lanes Crash Redirection



## 75 Express Vehicle Blocking an Ingress (Entrance) Point



## 75 Express Vehicle Blocking an Egress (Exit) Point

