



Transportation Systems Management & Operations

District 4 Severe Incident Response Vehicle (SIRV) Service Standard Operating Procedures

Attachment A

DOCUMENT CONTROL PANEL		
File Name:	SIRV Contract_Attachment A_SOP_v2.0_07 13 22	
File Location:	https://fdot-my.sharepoint.com/personal/alexandra_lopez_dot_state_fl_us/Documents/SIRV/Procurement_2022/SIRV Contract_Attachment A_SOP_v2.0_07 13 22.docx	
Version Number:	2.1	
Name		Date
Created By:	Alexandra Lopez, FDOT District 4	June 21, 2022
Reviewed By:	Nicole Forest, FDOT District 4	
	Mauricio Micolta, FDOT District 4	
Modified By:		
Approved By:	<i>[insert approver name, organization]</i>	<i>[insert approval date]</i>

Table of Contents

1 General..... 4

1.1 Severe Incident Response Vehicle (SIRV) Program Overview..... 4

1.2 SIRV Organization Chart..... 6

1.3 Rules of Conduct 6

1.4 SIRV Personnel Policies79

1.5 Office Administration.....1011

1.6 Media Relations1213

1.7 SIRV Operation Schedule1214

1.8 Road Ranger Inspections.....**Error! Bookmark not defined.**15

1.9 Post Incident Analysis.....**Error! Bookmark not defined.**18

1.10 Public Outreach1320

1.11 SIRV Reports.....1420

1.12 Position Descriptions1521

1.13 PTO Policy.....**Error! Bookmark not defined.**24

1.14 Computer Usage Policy1725

1.15 Injury Reporting Policy.....**Error! Bookmark not defined.**26

1.16 Computer Operating Policy**Error! Bookmark not defined.**27

2 Communications & Responsibilities1829

2.1 SIRV Radio Communications.....1829

2.2 SIRV Notifications1931

2.3 SIRV Vehicle Operations2132

2.4 Incident Types and Procedures.....2235

2.5 Scene Safety2740

2.6 On Scene Procedures.....3043

2.7 Jurisdictional Boundary Procedures.....3244

2.8 SIRV Operator Responsibilities on RISC Calls.....3547

3 Emergency Operations3851

3.1 Hurricane Procedures3851

1 General

1.1 Severe Incident Response Vehicle (SIRV) Program Overview

The Severe Incident Response Vehicle (SIRV) Program began January 01, 2005, as a pilot program and was placed into the permanent work program in February 2008. The program is now conducted in Broward and Palm Beach counties by the Florida Department of Transportation (FDOT) District Four Traffic Operations Division. This program was designed to help mitigate delays caused by severe traffic incidents and to increase the safety of emergency responders. It is critical that FDOT be on an incident scene as quickly as possible. This program provides an immediate FDOT presence at all Level 3 incidents 24 hours a day seven days a week. It also provides responses to Level 2 incidents in the General Use Lanes during peak travel times from 6am to 7pm Monday through Friday and in the Express Lanes on I-75 and I-95 from 6am to 10pm Monday through Friday.

The primary objectives of the SIRV program are:

1. To ensure the establishment of a safe work zone for all responders, while facilitating the safe, efficient flow of traffic around the event.
2. To assist all responding agencies in safely reopening the roadway as quickly as possible to meet the 90-minute goal of the State of Florida's Open Roads Policy.

RESPONSIBILITY

The SIRV units serve as an FDOT incident command station with the staff responsible for coordination and communication between incident response team members, the Regional Transportation Management Center (RTMC) and FDOT. SIRV provides extra maintenance of traffic (MOT) devices, spill mitigation supplies as well as roadway repair supplies and equipment.

When not in the field SIRV staff will coordinate with responding agencies to conduct severe incident debriefings and prepare debriefing summary reports. They will also perform Quality of Service audits. They participate in Broward, Palm Beach, and Regional Traffic Incident Management (TIM) Meetings. They also develop training modules and train Road Rangers and TMC personnel as needed.

VEHICLE SPECIFICATIONS

The SIRV units are equipped with an emergency light system to facilitate emergency responses. There are two telescoping high-intensity floodlights on the front of the utility bodies and work lights on the sides and rear. A multi-function arrow board system is installed on the roof of the bodies. A computer docking station in the cab allows the staff to use a laptop computer during incident command.

EQUIPMENT

SIRV Staff shall each be assigned a cellular telephone and a Department assigned radio. Each SIRV unit shall be equipped with a ruggedized laptop computer, MOT equipment, extra fuel, fuel spill mitigation supplies, roadway repair supplies, fire suppression equipment, bio-hazard supplies and drinking water.

STAFF

Staffing includes:

- A full time SIRV Operations Manager.
- A full time SIRV Supervisor.
- SIRV Operators.

Including the Operations Manager and the SIRV Supervisor, all SIRV operators shall have having previous military, law enforcement or fire rescue background or equivalent incident management expertise, such as but not limited to four (2) years' experience as a Road Ranger Patrol.

TRAINING

SIRV operators shall be trained and qualified in at least the following areas:

- National Incident Management and Command (NIMS).
- Advanced Management of Traffic.
- Incident Clearance Procedures.
- Severe Incident Documentation.
- Emergency Vehicle Operation.
- First Responder.

1.2 SIRV Organization Chart

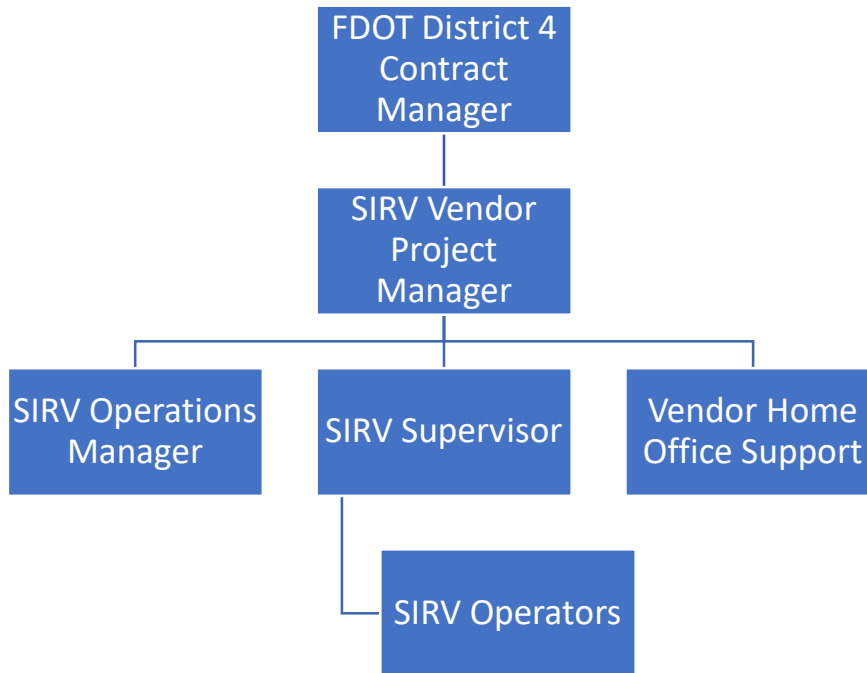


Figure 1: SIRV Organizational Chart

1.3 Rules of Conduct

DESCRIPTION

A SIRV Operator requires a high degree of cooperation and respect from the public and other agencies they come in contact with.

PURPOSE

This section will govern conduct of the program.

SIRV Operators are the most conspicuous representative of FDOT at any incident or event to which they respond. Proper conduct is not an additional duty imposed on Operators but is inherent in the profession. Since any neglect of or divergence from this standard of conduct reflects unfavorably on the program and fellow employees, it is incumbent on all personnel to conduct themselves in an exemplary manner, maintaining the highest standards of performance, efficiency, and competence.

PROHIBITED CONDUCT

Prohibited conduct includes, but is not limited to:

1. Failure to be present for duty as scheduled.
2. Being an accessory to a disciplinary offense.
3. Divulging information without authority.
4. Failure to account for any money or property received or found on duty.
5. Failure to report any theft or loss of or damage to any SIRV Program or FDOT property.
6. Carelessly, negligently, or intentionally causing waste, loss, or damage to any SIRV Program, FDOT and/or third-party property is prohibited.
7. Failure to obey a lawful and ethical order of a superior.
8. Disobedience of any rule, order, or directive.
9. Falsification of an official report.
10. Untruthfulness, discourtesy, insolence.
11. Use of vulgar, obscene, or offensive language.
12. Making a false complaint or statement.
13. Being unfit for duty.
14. Consuming intoxicating beverages on duty.
15. Unlawful use of a controlled substance.
16. Possession of a firearm or other weapon in a SIRV truck or in the workplace.
17. Disrespect to a superior.
18. Failure to follow the chain of command.
19. Insubordination by word, act, or deed.
20. Refusal to give name upon request of any person.
21. Use of abusive or insulting language.
22. Doing or committing any act which delays return to duty.
23. Failure to know or follow a rule, order or directive governing the SIRV Program.
24. Engaging in conduct unbecoming a SIRV Operator.
25. Misusing SIRV Program or FDOT Property.
26. Conduct prejudicial or disruptive to the good of the Program or FDOT.
27. Indulging in a practice or habit resulting in a physical or mental inability to perform SIRV duties.
28. Failure to answer questions of a superior concerning Program administration matters or conduct relating to the performance of duties.
29. Incompetence, general inefficiency, or unsatisfactory performance.
30. Sleeping while on duty.
31. Failure to promptly respond to a call for service.
32. Neglect of personal appearance or dress.
33. Neglecting to wear proper uniform on duty.

1.4 SIRV Personnel Policies

OBJECTIVE

To produce an employee who can perform required duties in a safe, skillful and professional manner.

POLICIES

Sick / Late

SIRV Operators who call in sick must contact the SIRV Supervisor or, if the SIRV Supervisor is not available, the SIRV Operations Manager as soon as possible before their shift begins. The SIRV Supervisor or SIRV Operations Manager shall make arrangements for a replacement operator. If a SIRV operator will be late for their shift, they shall notify the RTMC supervisor on duty and give an estimated time for reporting to duty. Any such notification must be made by phone. Emails or text messages are not acceptable.

Grooming/Attire

The SIRV staff will have a neat and well-groomed appearance. Hair will be worn off the collar. Facial hair will be neatly trimmed. No jewelry other than a watch and wedding band will be worn. Women can wear post only earrings.

The SIRV field uniform will be as follows: Dark blue polyester dress pants or the dark blue BDU pants, the short or long sleeve grey button up dress shirt, black socks, and black safety-toed work boots. When not in the field either a black plain leather or patent leather military type shoe may be worn. When off duty and driving the SIRV unit, the Operator must wear a shirt with a collar, long pants and have their FDOT identification card displayed.

Uniform Issuance

Uniforms shall be ordered and supplied during the first few days of employment and before first patrolling day. Worn out uniforms shall be submitted to the SIRV Operations Manager to be replaced on an as needed basis.

Uniform Types

Uniform pant types are dark blue slacks or utility pants. Uniform shirts are short sleeve or long sleeve grey button up dress shirts. Each employee must have at least one pair of dress slacks and one long sleeve dress shirt.

Employees typically receive:

- Five grey button-up short-sleeve shirts.
- One grey button-up long-sleeve shirts.
- Five pair of dark blue BDU pants.
- One pair of dark blue dress pants.
- One FDOT baseball cap.
- One safety vest.
- One rain suit.

- One yellow ANSI class 3 winter jacket.

Complaints

Complaints filed against a SIRV Operator will be investigated by the SIRV Supervisor, the SIRV Operations Manager, the Vendor Project Manager, and/or the FDOT Contract Manager.

Complaints from SIRV Operators will be submitted to the SIRV Operations Manager in a To, From, Subject, Date memo format. The SIRV Operations Manager will determine if the complaint will be investigated or forwarded to the proper agency for investigation.

REQUIREMENTS

Pre Hiring Requirements

- National Incident Command Systems (NIMS).
- Basic Hazardous Materials Training.

New Employee Training

1. Clinical/Theory Training

- 40 hours in class.
- 40 hours in field.
- 14 days being on call.

2. Additional Trainings

- Advanced Maintenance of Traffic Courses.
- Emergency Vehicle Operations Course (EVOC training).
- First Responder Training.
- SHRP2 Training.
- Any other training deemed necessary by the FDOT Contract Manager.

3. Issued SIRV Operator Equipment

- A cellular telephone
- Radio
- Identification Badges
- Cyber Keys

- Access Cards

EQUIPMENT

Damage to SIRV equipment or vehicles must be immediately reported to the SIRV Operations Manager. The SIRV Operator will report circumstances of the damage on a Vendor's Incident Report. The SIRV Operations Manager will forward damage memos and reports to the Department's Contract Manager for follow-up. The Vendors shall keep a vehicle damage log for each truck. Whoever reports any vehicle damage will be responsible for making sure the damage is placed into the log. The damage log will list the vehicle number, date of the damage, date of repair, reporting Operators name and the Law Enforcement case number if applicable.

SIRV Vehicle Crashes

Purpose:

The purpose of this policy is to give the employees, supervisors and managers a flow chart for direction in SIRV unit crash reporting.

Policy:

The employee's supervisor will be notified immediately following any crash. The SIRV Supervisor or SIRV Operations Manager may respond to any minor non injury crash. The SIRV Supervisor or SIRV Operations Manager shall respond to any crash involving injuries to anyone involved in the crash. It will be the responsibility of the involved employee to ensure that his immediate supervisor is made aware of the incident. If the employee is injured and unable to make such notification, then the RTMC Supervisor will make the notification to the SIRV Supervisor or SIRV Operations Manager.

The appropriate law enforcement agency shall be notified to complete a traffic crash investigation on all crashes. Photos of the crash scene and all sides of any vehicles involved in the crash shall be taken. Any paperwork received from law enforcement or any other agency along with scene photos shall be submitted to the SIRV Supervisor for processing. The employee shall submit an Vendor Incident Report to the SIRV Operations Manager detailing the facts of the crash.

1.5 Office Administration

PURPOSE

To become familiar with the day-to-day operation of SIRV in and out of the office.

POLICIES

Laptop Operation

A laptop computer shall be provided to each SIRV unit. The computers shall be used only for SIRV related activities.

Report Submission

An incident report is to be completed on every incident to which SIRV arrives.

Incident reports should be completed immediately after the incident or before the end of the operators shift. All incident reports shall be completed within 24 hours of the incident.

Once a report is finished, an e-mail shall be sent to the SIRV Supervisor and SIRV Operations Manager, letting them know the report has been submitted. The SIRV Supervisor and SIRV Operations Manager shall review the recorded information. Any incorrect or incomplete reports shall be corrected to ensure accuracy.

Attendance of Meetings

The SIRV Operations Manager or their designee is required to attend the weekly SIRV Meetings.

A SIRV representative is required to attend the following meetings:

- Road Ranger Service Patrol Contract Meetings.
- SIRV Contract Meetings.
- Traffic Incident Management (TIM) Meetings (Broward, Palm Beach, Treasure Coast and any Joint TIM Meetings).

Photo Download and Filing

The SIRV staff may utilize their issued cell phone to photograph a scene at the request of the RTMC or any other responding agency. All photos must be forwarded to the SIRV Supervisor and SIRV Operations Manager.

1.6 Media Relations

PURPOSE

Guidelines to follow when in contact with media related agencies on incidents that occur where SIRV is involved and/or present.

PROCEDURES

At no time will the SIRV staff offer the media an opinion on the cause of an incident, supply tag numbers or detailed descriptions of vehicles involved in an incident. SIRV staff shall not discuss information gathered from other agencies on a scene. Media shall be advised that questions pertaining to incident investigations and rescue efforts must be directed to the agencies performing such activities.

Any requests for an interview when not on a scene will be forwarded to both the Vendor SIRV Project Manager and the FDOT Contract Manager.

1.7 SIRV Operation Schedule

PURPOSE

Guidelines of how the SIRV team operates to maintain consistent coverage at all times.

PROCEDURES

The Broward County SIRV Operating Schedule is as follows:

- Monday through Friday except State holidays:
 - I-95
 - Express Lanes: SIRV Operator(s) patrolling 6:00 am to 10:00 pm, also assisting in General Use Lanes.
 - I-75
 - Express Lanes: SIRV Operator(s) patrolling 6:00 am to 10:00 pm, also assisting in General Use Lanes, including Alligator Alley.
 - US 27
 - SIRV Operator(s) will be available to respond to events as required from 6:00 am to 7:00 pm.
 - Arterials:
 - SIRV Operator (s) will patrol/stage (in proximity to areas with high probability of incident occurrences) Arterial Roadways as designated by FDOT from 6:00 am to 7:00 pm.

- Monday-Friday Overnight Hours, Weekends and State holidays
 - SIRV Operator(s) will be On-Call for all Level 3 and RISC events.

The Palm Beach SIRV Operating Schedule is as follows:

- Monday through Friday except State holidays:
 - I-95 General Use Lanes: SIRV Operator(s) will be on-duty from 6:00 am to 7:00 pm.
 - I-95 Express Lanes: SIRV Operator(s) will be on-duty from 6:00 am to 10:00 pm.
 - US 27: SIRV Operator will be available to respond to events as required from 6:00 am to 7:00 pm.
- Monday-Friday Overnight Hours, Weekends and State holidays:
 - SIRV Operator(s) will be On-Call for all Level 3 and RISC events.

1.8 After Action Review

PURPOSE

To participate in the After-Action Review (AAR) meetings after an incident has occurred.

PROCEDURES

AARs will be conducted on level 3 incidents, RISC incidents and any other incident as requested by the FDOT Contract Manager. SIRV staff shall actively participate in AAR as requested.

After any AAR is completed the SIRV Operator may be asked to review the incident at a Traffic Incident Management (TIM) meeting.

1.9 Public Outreach

PURPOSE

To perform Public Outreach related events for SIRV.

PROCEDURE

All public outreach activities will be coordinated with the RTMC Public Outreach Coordinator and if need be, the FDOT District Four Traffic Incident Management Coordinator. SIRV

outreach will be geared toward incident responders and internal (FDOT) customers. A second area of outreach is aimed at the general public and RTMC tours.

Outreach will consist of, but not be limited to, fliers, incident demonstrations, public speaking events, informational talks, media visits and community events. For participation in community outreach events, the FDOT TSM&O Incident Management Program Manager and FDOT TSM&O Resource Manager, must give approval prior to any arrangements. Once approval is given, it is the responsibility of the RTMC Public Outreach Coordinator to arrange attendants, outreach materials and marketing collateral.

1.10 SIRV Reports

DESCRIPTION

These guidelines are to govern how the SIRV team will document incidents they respond to while on duty.

PROCEDURES

A SIRV incident report will be completed in the SIRV Mobile Application for every event upon which a SIRV Operator arrives. Reports are completed to provide information necessary to document and explain time savings and document on scene events for use during Post Incident Analysis.

The SIRV Operator is responsible for capturing the times and activities of every agency on a scene. SIRV Operators will gather information from each agency's incident commander or person in charge. If the report cannot be completed by the end of the shift, then it shall be completed within 24 hours of the event. Any exception to this must be approved by the SIRV Supervisor or the SIRV Operations Manager.

All reports will be submitted via the SIRV Mobile Application. Upon submitting a report, the SIRV Operator will send an email containing the date, time and incident number of the submitted report to the SIRV Supervisor and SIRV Operations Manager. The SIRV Operations Manager and SIRV Supervisor will review the report. After reviewing the report, any errors or concerns will be addressed with the SIRV Operator for correction. All corrections must be completed and resubmitted by the end of the SIRV Operator's next shift. Any exception to this must be granted by the SIRV Supervisor or the SIRV Operations Manager.

1.11 Position Descriptions

PURPOSE

To describe the responsibilities assigned to each position within the SIRV Program.

POSITION DESCRIPTIONS

SIRV Operations Manager

Duty:

- Monday – Friday variable hours. Saturday – Sunday as needed.
- Will be available 24 hours a day, 7 days a week via cellular telephone.
- May respond to any incident they deem necessary.
- Will respond to any incident as requested by the FDOT Contract Manager or an RTMC Manager.
- Responsible to cover duties of SIRV Supervisor when SIRV Supervisor is on approved leave.

Administration:

- Reviews scheduling of SIRV Operators.
- Reviews and approves ordering of supplies.
- Arrange for equipment repair.
- Arrange vehicle repair and maintenance.
- Review incident reports.
- Prepare monthly report.

Meetings/Training:

- Attend local and state TIM Meetings.
- Attend AAR meetings.
- Attend weekly and monthly SIRV Meetings.
- Conduct Outreach presentations.
- Make other presentations as necessary.

Standard Operating Procedures for District 4 Severe Incident Response Vehicle (SIRV) Service

- Attend local, state, and national transportation meetings, seminars and conventions as necessary.
- Conduct Training for SIRV Operators, RTMC personnel and Road Rangers.
- Inspect each SIRV vehicle and each operator monthly.

SIRV Supervisor

- Monday – Friday variable hours. Saturday – Sunday as needed.
- When SIRV Operator Manager is on leave, SIRV Supervisor shall be available 24 hours a day, 7 days a week via cellphone.
- Schedule SIRV Operators.
- First point of contact for SIRV Operators inquiries.
- Performs inspections on SIRV trucks on a bi-weekly basis.
- Sends supply requests to SIRV Operations Manager.
- When directed, may order supplies and restock storage unit.
- Schedules vehicle maintenance and repairs.
- Assists with SIRV Operator training.
- May be used as acting SIRV Operations Manager during absence of the Manager.
- Attend Meetings as directed by the SIRV Operations Manager.

SIRV Operator

- Adhere to SOP Policies and Guidelines.
- Keep track of work schedule and assignments.
- Be in assigned patrol area during patrol hours.
- Attend TIM meetings as requested.
- Attend AAR meetings as requested.
- Attend training and other events as requested by SIRV Management.
- Assist with training as requested.
- Keep assigned vehicle clean and in good working order.
- Inspect assigned SIRV unit daily and at shift change for damage and working condition.

- When changing operators, complete an equipment and supply check list to ensure all equipment and supplies are in place.
- Ensure the SIRV units never have less than half a tank of fuel.
- Ensure the SIRV units are never left with less the three quarters of a tank at the end of their shift.
- Check the engine oil level every time a truck is fueled.
- Check the air pressure in all six tires every time a truck is fueled.
- Immediately after an incident, advise the SIRV Supervisor or SIRV Operations Manager of any supplies that were consumed.
- Advise the SIRV Supervisor about any supplies taken from the storage unit.
- Advise the SIRV Supervisor of any equipment in need of repair or replacement.
- Advise the SIRV Supervisor if the SIRV unit needs maintenance or repair.

1.12 Computer Usage Policy

PURPOSE OF POLICY

The purpose of this policy is to set guidelines for using the provided laptop appropriately while on duty.

PROCEDURES

A ruggedized laptop computer shall be assigned to each SIRV unit in Broward and Palm Beach Counties. The laptop computers will be used by the SIRV Operators for SIRV business purposes only.

The purpose of the computers is to allow the SIRV Operators to:

- Complete and submit their daily paperwork to include:
 - Vehicle Checklists.
 - Mileage reports.
 - Weekly Call Logs.
- Complete and submit SIRV reports.
- Any other functions as requested and/or approved by the FDOT Contract Manager, the SIRV Supervisor or the SIRV Operations Manager.

2 Communications & Responsibilities

2.1 SIRV Radio Communications

DESCRIPTION

District Four SIRV is prepared to respond to any type of severe incident occurring on the highways in Broward and Palm Beach Counties 24 hours a day 7 days a week. SIRV will also respond to events in Martin, St. Lucie and Indian River Counties as directed by the SIRV Operations Manager or the FDOT Contract Manager. The TSM&O Regional Transportation Management Center (RTMC) is most often the contact point for a response from the Severe Incident Response Vehicle Team. The RTMC is responsible for dispatching all District Four SIRV units. Upon request, SIRV may also respond to District Six and District One.

PURPOSE

This section will advise the type of equipment provided to SIRV Operators as well as the operational channels used when communicating. It will also detail how calls for service are evaluated and dispatched. SIRV Operators are issued one portable radio. The radio is used to communicate within the FDOT District Four network.

Communications with the FDOT District Four RTMC

SIRV Staff shall each be assigned a cellular telephone and a radio which are used to communicate within the FDOT District Four network.

The following Talk Groups have been programed into the District Four SIRV mobile and portable radios:

Broward County Talk Groups

- 75
- 75 - Express
- 95
- 95 - Express

Palm Beach County Talk Groups

- PB 1
- PB 2

Treasure Coast (Martin, St. Lucie and Indian River Counties) Talk Group

- N3C

Other Talk Groups

Florida Department of Transportation (FDOT) District 4
Version: 1.0 Approval date: [\[insert approval date\]](#)

- SIRV Only
- SIRV+Control Room
- X-1 RISC
- X-2 RISC

The TSM&O RTMC will determine which Talk Groups will be used for dispatching and special operations within FDOT District Four. The RTMC will also determine what 10 codes and signals will be acceptable for use on the radio system. The radio will be used as the primary source of communication. The cellular phone will be used as a backup source.

Communications with Broward County and Treasure Coast (Martin, Saint Lucie and Indian River County)

When a Palm Beach SIRV unit is dispatched to work an incident being handled by either a Broward County or Treasure Coast Dispatcher, they will use the appropriate Talk Group to communicate with the dispatchers and Incident Management responders.

When a SIRV Operator is conducting Treasure Coast Road Ranger Inspections they will use the assigned Talk Group for Road Ranger trucks operating in that area.

The TSM&O RTMC will determine which Talk Groups will be used for dispatching and special operations within FDOT District Four. The RTMC will also determine what 10 codes and signals will be acceptable for use on the radio system. The FIRSTNET cellular telephone PTT feature will be used as the primary source of radio communication.

Call Prioritization

Any Lane Blockages on the highway including:

- Lane blockage with a HAZMAT situation.
- Lane blockage based on largest percentage of lanes blocked.
- Lane blockage off the freeway affecting a ramp.
- As requested and approved by RTMC Management.
- Highway infrastructure damage not affecting traffic.
- RISC activations.
- As requested by another Agency.

2.2 SIRV Notifications

DESCRIPTION

These guidelines are to govern how any form of communication will be done and how the notifications are made from the RTMC to the SIRV operators on and off duty.

RESPONSIBILITIES

On Duty Notifications

- SIRV will be notified on all level 2 and level 3 incidents.
- SIRV will be notified of any incident where there may be a possibility of lane blockage or highway infrastructure damage.
- SIRV will be notified by the RTMC first via radio second by cellular telephone.
- If an operator cannot be contacted, then the SIRV Operations Manager must be immediately notified.

On Call Notifications (After Hours) *

Notifications will be made for the following incidents via cell phone:

- Level 3 Incidents (not to include planned roadwork construction).
- Traffic crash with a fatality.
- Any time there is damage to any part of the roadway which includes a bridge, concrete wall or guardrail that causes lane blockage.
- When requested by another agency and approved by an RTMC Manager.
- Any overturned commercial truck.

***NOTE: If an operator cannot be contacted then the SIRV Operations Manager must be immediately notified.**

SIRV Duties When Not Responding to Calls

- Conduct routine maintenance of the SIRV truck, to include washing/cleaning the interior and exterior of the truck and compartments, restocking supplies and equipment, checking the fluid levels and tire wear and pressures.
- Attend weekly Road Ranger Contractor Meetings to provide updates on coordination with the Road Ranger Service Patrol and other SIRV project issues.
- Attend local and regional Traffic Incident Management Team meetings.

Written Communications

All policies, standard operating guideline procedures, written orders, memorandums, requests and bulletins must be documented and submitted in writing. All orders, memorandums and bulletins are issued by the FDOT Program Manager or their designee.

2.3 SIRV Unit Operations

PURPOSE

To become familiar with the everyday operation of the SIRV unit and equipment that will be used on a daily basis.

PROCEDURES

Vehicle Specifications

The Vendor shall furnish and maintain all SIRV units. All SIRV units shall be new or not have more than 500 miles when first placed into service. The SIRV vehicle manufacturer and model shall be at the discretion of the Vendor. Vehicles shall be at least a one ton or higher rated truck such as a Ford F350 Truck cab and chassis, or equivalent, that is able to mount an eleven (11) foot long standard utility service body with a canopy roof at least 72" high. The truck shall be at least a one (1) ton chassis with dual rear wheels.. It shall be equipped with flashing amber lights on both sides and facing forward with flashing amber and red on the back, an air horn and two telescoping high intensity work lights. There shall also be work lights mounted on the sides and rear of the utility body. There must be jumper cable terminals attached front and rear.

Vehicle Operations

The SIRV Operator shall always operate the vehicle in a safe manner. Under normal non-emergency operating conditions, the Operator will strictly adhere to all traffic laws and drive defensively in a safe and courteous manner. Headlights will be used both day and night to maximize visibility.

When dispatched to a Severe Incident the SIRV Operator will be authorized to use the shoulders under the following conditions:

- The shoulders will only be used in cases where traffic is such that there is no other way to reach the crash/event other than by driving on the shoulders.
- All emergency lights shall be activated while driving on the shoulders.
- Although the siren shall not be used, use of the air horn is permitted.
- While driving on the shoulders, the operators shall not drive in excess of 15 mph.
- The shoulders shall only be utilized where and when the shoulders are of sufficient width to accommodate the SIRV unit.

- Four-way flashers will not be used while the vehicle is in motion, as it will interfere with brake lights and turn signal operations.

SIRV Operators shall be authorized to disregard regulations governing direction or movement or turning in specified directions after carefully considering or weighing the risks of injury and/or damage to property. SIRV Operators shall not, however, drive a SIRV vehicle in reverse, whether in a traffic lane or on the shoulder, unless operating inside an area that has been properly closed by MOT.

SIRV Operators shall not drive across open travel lanes to cross from one shoulder to the other.

SIRV Operators shall be authorized to disregard the laws governing the parking of vehicles under ordinary circumstances, except that the vehicle shall not block access to a fire hydrant or fire scene, or in any way obstruct the passage of fire apparatus.

The vehicle should be strategically parked to protect incident scenes with emergency lights, four-way flashers and the arrow board activated.

Non-Emergency Parking

The SIRV will only be parked in a properly marked parking space or loading zone of an appropriate size for the vehicle. If necessary and where there is sufficient space, the SIRV may be parked across several parking spaces with cones at each corner of the vehicle. At no time will the SIRV be parked in a prohibited parking area or parked in a manner that would prohibit free movement of other vehicles.

Off Duty Use of SIRV Units

SIRV Operators may be assigned to drive SIRV units while off duty. At least one SIRV Operator from each covered county will be on call after normal working hours with a vehicle assigned to them for immediate emergency response.

Additional SIRV Operators who are not on call may have vehicles assigned to them during off duty hours for the chance additional vehicles are required for emergency response.

2.4 Incident Types and Procedures

PURPOSE

To be able to identify types of incidents on the highways and know how to mitigate clearance properly and efficiently.

TYPES OF INCIDENTS

Fluid Cargo Spills

Minor Fluid Spills

1. Ask on scene Road Ranger to advise the type and size of spill.
2. If the spill is 25 gallons or less, then continue with minor spill policy.
3. Advise the Maintenance Supervisor of situation by telephone immediately.
4. Upon arrival contact Incident Commanders and receive a briefing on the situation. Advise Incident Commanders of FDOT's cleanup plan. Update Maintenance Supervisor as necessary.
5. Assist Fire Rescue in containing spill to prevent environmental damage primarily and roadway damage secondarily.
6. If spill can be contained and mitigated using onboard supplies, do so, and advise the Maintenance Supervisor.
7. After spill has been cleaned up place absorbent either into the plastic barrel or bag absorbent material in the Construction Grade bags in SIRV. Either Maintenance or the responsible party will dispose of the gathered material.

Major Fluid Spills

If the spill is of a size or nature that cannot be completely mitigated and cleaned up by SIRV.

1. See steps 1-4 above.
2. Ascertain from Law Enforcement and /or Fire Rescue who is the party responsible for the spill. (This is NOT necessarily the person who will be charged with the accident, it is the driver of the vehicle whose load has spilled.)
3. If that person is still on the scene find out if they have made arrangements to have the spill cleaned up. Ask for the name and telephone number of the company that will be responding. Contact that person/company by telephone and get an estimated time of arrival for the cleanup crew. Advise the Maintenance Supervisor of this information.
4. If the arrival time of the cleanup contractor is excessively long, discuss with the Maintenance Supervisor the possibility of FDOT contacting a cleanup company.
5. Monitor the situation and utilize onboard supplies as needed to attempt to minimize the spill.

6. When the Maintenance Supervisor arrives accompany them to the scene. Find out their assessment and response plan. Advise Incident Commanders and the TMC of any changes.
7. If the clean-up appears to be long term, then ask the Maintenance Supervisor about the use of FDOT long term MOT.
8. Report to the RTMC arrivals and departures of agencies.

Solid Cargo Spills

1. Contact the Maintenance Supervisor as soon as possible and advise them of the situation. Type of vehicle involved, type and amount of cargo spilled as well as number of lanes effected.
2. Upon arrival on scene check and adjust MOT as required and request additional Road Rangers as needed.
3. Upon arrival update the Maintenance Supervisor of the situation if necessary and advise if you have a recommendation for additional equipment.
4. Contact on scene Incident Commanders and get a briefing on the situation. Try to find out if any arrangements for cleanup have been made by the responsible company or driver. Advise Incident Commanders of FDOT's cleanup plan. Advise the Maintenance Supervisor of any changes.
5. If cleared by Law Enforcement and Fire Rescue Commanders, direct Road Rangers to begin cleanup, attempting to open one lane at a time if possible.
6. Advise TMC of situation, any notifications you have made and what the clearance procedures will be. Update the TMC as equipment and personnel arrive or depart.
7. When the Maintenance Supervisor arrives accompany them to scene. Find out what their assessment is and their response plan. Advise Incident Commanders and the TMC of any changes.
8. If the clean-up appears to be long term, then request the Maintenance Supervisor provide long term MOT.

Highway Infrastructure Damage

- Bridges
- Metal guardrails
- Concrete barriers
- Concrete Walls
- Roadway asphalt
- Burned or gouged roadways

- Fluid Spills damaging the roadway

While Enroute

1. If confirmed, notify Maintenance Supervisor by telephone of damage reported to you.
2. If NOT confirmed, notify the Maintenance Supervisor of the possibility of damage to infrastructure.

Upon Arrival

1. Contact Incident Commanders on scene for information update.
2. Survey the situation.
3. Advise the Maintenance Supervisor of the situation. Damage can range from something of a minor nature that does not require immediate repair or major damage requiring the immediate response of equipment and personnel.
4. If damage is RTMC property such as DMS/ITS equipment advise the TMC Manager. Also photograph the damage and file them in the Public/ATMS folder identifying the picture by date and location.
5. Check with Incident Commanders to ascertain if they are finished with the scene and repairs can be initiated.
6. Minimize the problem (i.e. - road ranger vehicles can be used to push large chunks of concrete and guardrail off the roadway).
7. If minor repairs can be completed by SIRV Operator, advise the Maintenance Supervisor and complete repairs.
8. Advise RTMC of situation, any notifications you have made and what the clearance procedures will be. Update the TMC as equipment and personnel arrive and depart.
9. When the Maintenance Supervisor arrives, accompany them to the scene. Find out what their assessment is and their response plan.
10. Advise Incident Commanders and the TMC of any changes.
11. If clean up and repairs appear to be long term, ask the Maintenance Supervisor about use of FDOT long term MOT.
12. Advise RTMC when repairs are completed, and lane/roadway are re-opened.

Other Jurisdiction and Off Duty Assistance

SIRV Operators drive highly recognizable officially marked State of Florida FDOT emergency response vehicles. These vehicles are not always driven on the assigned patrol areas of the intrastate highway. The vehicles are driven on State arterial roads as well as smaller secondary

roads to arrive at work assignments and off duty staging locations for emergency call out response. With this in mind, there will be times when an Operator may be required to stop and render assistance at lane blocking crashes or other incidents either off duty or out of assigned patrol areas.

If an off duty SIRV Operator is operating a marked SIRV vehicle and must stop to render necessary assistance at an incident, they will be reverted to on duty status and be compensated for their time on a scene. The following policy establishes procedures for providing assistance to other jurisdictions and providing assistance in off duty situations.

On Duty Other Jurisdictions Assists

- Notify dispatch of your location, incident type and request assistance as needed.
- Be prepared to use your cellphone to request local assistance via 911
- Secure the scene, assist injured people and provide other services as necessary.
- You do not have the same authority to clear crash vehicles from lanes as on the Intrastate.
- You can move non crash disabled vehicles with driver permission
- Provide necessary information to other responders
- Notify your respective County SIRV Supervisor about the incident
- Keep personal notes on the incident as dispatch will not open a chronology or document anything for you for incidents off the interstate.
- Return to patrol as soon as possible
- Prepare and submit a SIRV Incident Report for the assist

Off Duty Other Jurisdictions Assists

- If you are off duty in route to your assigned patrol area or to your vehicle, drop off location, you may stop at any lane blocking incident you encounter where your assistance is necessary.
- Notify dispatch of your location, incident type and request assistance as needed.
- Be prepared to use your cellphone to request local assistance via 911
- Secure the scene, assist injured people and provide other services as necessary.
- You do not have the same authority to clear crash vehicles from lanes as on the Intrastate.
- You can move non crash disabled vehicles with driver permission

- Provide necessary information to other responders
- Notify your respective County SIRV Supervisor about the incident and overtime
- Keep personal notes on the incident as dispatch will not open a chronology or document anything for you for incidents off the interstate.
- Depart the scene as soon as possible thereby returning to off duty status
- Prepare and submit a SIRV Incident Report for the OJ assist
- Make sure you put in for the time worked on your timesheet.

Off Duty assigned area assists

- If you are off duty in route to your assigned patrol area or to your vehicle, drop off location, you may stop at any lane blocking incident you come across where your assistance is necessary.
- Handle the incident as if you were on duty
- Notify your respective County SIRV Supervisor about the incident and overtime

2.5 Scene Safety

PURPOSE

To ensure all SIRV Team Operators have an understanding of policies and procedures to be safe on the highways during incidents on the highways.

PROCEDURES

On Scene

Upon arrival to a scene the first thing the SIRV operator will do is make contact with the Road Ranger. SIRV will give the Road Ranger any supplies necessary to enhance scene protection. If necessary, SIRV will assist the Road Ranger. If no Road Ranger is present, then SIRV will begin scene protection procedures. SIRV will then evaluate the need for additional Road Rangers and road closures.

Once the scene is secure, SIRV will evaluate the actual incident scene. If Law Enforcement or Fire Rescue is on the scene, SIRV will make contact with their respective scene commanders or officers in charge. SIRV will not enter the incident scene until the SIRV Operator has spoken with Law Enforcement or Fire Rescue to learn the status of any ongoing investigation or Rescue/HazMat process.

Only after receiving clearance from Fire and Law Enforcement can SIRV begin physical scene clearance procedures.

Vehicles containing injured persons will not be moved until the injured persons are removed. If the injured persons are severely or critically injured (as reported by Fire Rescue) then the vehicles will not be moved until instructed to do so by Law Enforcement.

Cone Placement for Scene Safety

Lane Tapers:

- 200 feet long per lane.
- Cones are to be 25 - 40 feet apart with an offset of two feet.
- It should take 6 - 9 cones to taper one lane.
- At night, flares, **chemical or electronic**, must be placed in front of the cones on the taper.

Easy Lane Taper:

- Start at the end of the buffer.
- For 40 foot spacing, align cones with the skip lines in the roadway, offsetting each cone 2 feet over from the previous, or; for 25 foot spacing, walk 8 paces and place the cone, maintaining an offset of 1.5 feet per cone.
- Continue this until lane is tapered off. Then place two cones in the shoulder to block it at the beginning of the taper.

If a second or third lane needs to be tapered, then just start from the end of the first taper and continue on in the same way.

Buffers:

- The buffer space shall be a minimum of three car-lengths (60 feet) before the last vehicle stopped behind the incident.
- For end of queue management, there should be an incident scene sign or Road Ranger with a properly worded DMS sign ¼ of a mile before the end of the queue.

On Scene Checklist

Upon your arrival:

- Notify RTMC of your arrival.
- Make contact with Road Rangers and Road Ranger Supervisor.
- Give Road Ranger additional MOT as necessary.
- Assign a Road Ranger with a DMS Board to end of queue.

- Make sure MOT is set as close to standards as possible.
- Make sure RTMC knows # of lanes closed.
- Make contact with Fire Commander.
- Get their name and incident number.
- Inquire as to the status of any ongoing rescue and Has-Mat situation.
- Offer Assistance (absorbent).
- See if you can get an estimated clearance time.
- Ask what notifications they have made and note them.
- If there is a Haz-Mat situation, then make sure the TMC is notified and FDOT Maintenance is called.
- Make contact with FHP Commander or Trooper in charge.
- Get name and incident case number.
- Ask about the status of the investigation and clearance time.
- Find out what notifications they have made (such as FDOT or ICA, Medical Examiners Office or Wrecker Company) and note them.

Debris Removal

Regardless of the type or location of a roadway, road debris is safety hazard that must be dealt with to ensure the safety of all motorists. Different agencies utilize different tactics for the removal of debris, based on the landscape, number of lanes, volume of traffic, lighting conditions and resources available. Not every method will work in every situation. What is the same in every situation is that the task must be accomplished quickly, efficiently and, above all, safely.

Tactics:

Outside Lane – For small debris, such as ladders and tire fragments, one SIRV may be sufficient. The driver will block the lane with their vehicle, activate all emergency lighting and raise the arrow board. Only after ensuring it is safe to do so, the driver will carefully exit their vehicle and remove the debris from the lane, leaving it on the shoulder. The driver can then get back in the truck and depart, making sure to advise the TMC to notify maintenance of the debris for removal.

For larger debris, such as a spilled load, that may require the material to be pushed using a broom or a shovel and will take longer to remove from the roadway, the SIRV will need to deploy appropriate MOT past the end of the debris to establish a work zone so that they may safely work to remove the debris to the shoulder.

Center Lane(s) – Because traffic will be passing on both sides, the dangers to the responders will be greatly increased. Whenever possible, two SIRV should respond and the tactics for the safe removal of the debris will be different. If no other SIRV is available, employ the assistance of a Road Ranger (RR). With emergency lights activated and arrow board raised, the first truck to arrive shall block the lane in which the debris is located. The second truck, again with emergency lights activated and arrow board raised, shall block an adjacent lane. The arrow board on the truck to the left shall direct the oncoming traffic to move left, and the arrow board on the truck on the right shall direct oncoming traffic to move right. For small debris, the driver to the right will exit his vehicle between the two trucks, retrieve the debris and secure in one or both of the trucks. Once the debris is secured, both vehicles shall depart at the same time.

If no assistance is available, the SIRV shall block the lane with their vehicle, activate all emergency lighting and raise the arrow board. Only after ensuring it is safe to do so, the driver will carefully exit their vehicle and remove the debris from the lane and secure the debris in the truck, departing immediately upon securing the debris.

For larger debris, such as furniture and other items than cannot safely be secured on the trucks appropriate MOT shall be deployed, closing the affected lane and all lanes between the affected lane(s) and the closest shoulder. All arrow boards shall display the appropriate arrow directing traffic to move in the desired direction. Once the debris is moved to the shoulder, the MOT shall be collected and all trucks should depart at the same time.

For spilled loads, such as gravel, trash, landscaping refuse, etc., appropriate MOT shall be deployed, closing the affected lane and all lanes between the affected lane(s) and the closest shoulder. All arrow boards shall display the appropriate arrow directing traffic to move in the desired direction. Working from the lane farthest from the shoulder and towards the shoulder, push the debris into the adjacent lane, clearing one lane at a time. The MOT shall be modified to open each lane as it is cleared.

NOTE: AT NO TIME AND UNDER NO CIRCUMSTANCES shall a SIRV operator enter or remain in any travel lane on foot that is not protected by appropriate MOT. Any SIRV Operator doing so will be subject to disciplinary action, up to and including termination.

2.6 On Scene Procedures

OBJECTIVE

To ensure that incident scenes are handled professionally and properly.

PROCEDURES

SIRV as a Secondary Response Unit

When arriving on a scene as a secondary responder, the SIRV staff will contact the on scene Road Ranger or Road Ranger Supervisor, deploy additional MOT equipment, and obtain all

pertinent information, such as arrival and departure times of agencies, what agencies were on scene, and what services have been provided.

SIRV will also release any Road Rangers from the scene that are no longer needed. Unless, however, long-term MOT has been established, at least one Road Ranger must remain on the scene for the duration of the lane blockage. Contact Fire Rescue Incident Commander to inquire about any Haz-Mat situations, injury severity, estimated clearance time, and also offer any assistance.

SIRV will gather Fire Department's name, case number, notification, arrival and departure times, equipment (trucks) on scene, type of HazMat and debriefing contact information. In addition to the Fire Department, SIRV will also contact Law Enforcement Incident Commander or Lead Investigator. SIRV will obtain estimated clearance times from Law Enforcement Officer and offer assistance.

SIRV will also need to obtain all Law Enforcement Officers' names and case numbers that were on scene, times, description of the incident and debriefing contact information.

SIRV is to contact the towing service and obtain the towing company name, times and debriefing contact information.

If there is a HazMat situation or any kind of spill larger than SIRV can handle and there is an environmental cleanup on the scene, SIRV will obtain environmental agency name, times and debriefing information.

In case of a fatality the SIRV operator will contact the on-scene Medical Examiner or body removal service representative, obtain what ME or body removal company was on scene, times and debriefing information.

If there is any infrastructure damage SIRV is to contact the proper maintenance provider and obtain the maintenance supervisors' name and times.

SIRV Response without Road Rangers

SIRV activations may occur during times when road rangers are not available. When a SIRV unit is activated during this time, the operator's main concern upon arrival at an incident is protection of responders and the incident scene. The operator will evaluate the scene and

deploy necessary on-board maintenance of traffic (MOT) equipment to deal with the situation. Once MOT is in place the operator or another assigned responder must stay with the MOT to monitor traffic activities and the need for MOT adjustment. At no time will any MOT be left unattended. Once the operator is relieved of MOT duties, they can respond to the actual scene to make contacts and determine further needs.

2.7 Jurisdictional Boundary Procedures

PURPOSE

The purpose of this policy is to provide guidance to SIRV Operators when involved in incidents occurring within other jurisdictions or on the boundaries of other jurisdictions.

GENERAL

The SIRV intrastate highway working area in Broward County is bordered by five other highway jurisdictions: Palm Beach County to the North, Miami Dade County (FDOT District Six) to the South, Collier County (FDOT District One) to the West, along with the Eastern and Western borders with the I595 Express LLC Project and The State Road 869 (Sawgrass Expressway) ramps where they intersect with I-75 and I-595.

Due to patrol zone requirements, some Road Ranger response areas overlap into the four jurisdictions covered under FDOT and the Sawgrass Expressway. SIRV will be dispatched and provide Limited First Responder services in these multi-jurisdictional Road Ranger Patrol areas. There are no multi-jurisdictional Road Ranger patrol areas with the borders of Collier County or the I595 Express LLC Project.

The SIRV intrastate highway working area in Palm Beach County is bordered by Broward County to the South and Martin County to the North.

Due to patrol zone requirements, some Road Ranger response areas overlap into the other Counties. If a SIRV Operator is providing service in anywhere in District Four they shall provide full service as usual. If SIRV responds to an incident in Miami-Dade or Collier County, they shall provide, at minimum, Limited First Responded Services.

Limited First Responder services are defined as MOT deployment, spill containment and or minor spill mitigation up to 25 gallons, minor asphalt repair, assisting in vehicle removal as well as updating the Regional Transportation Management Center (RTMC) as to the status of the incident and need for a response from the proper jurisdiction.

Upon the approval of a SIRV Operations Manager or any RTMC Manager, the SIRV may be dispatched to assist other jurisdictions on State Roads. SIRV may then provide any of our services as requested by the other jurisdiction.

If SIRV is a first responder to an incident in the I595 Express LLC Project area our duties will be limited to scene safety with MOT, fire suppression, first aid and spill containment. The SIRV Operator will advise their FDOT dispatcher of the location and nature of the incident and notify

them that SIRV will be switching to the I595 Express LLC dispatch channel to work the incident. SIRV will then advise the I-595 dispatcher of their location and nature of the incident. They will also advise the dispatcher of what their involvement has been and keep the dispatcher updated until the I595 Express LLC Road Rangers or SIRV Unit arrives.

Broward Boundaries

On I-95

The Northern SIRV boundary for I-95 is the Broward / Palm Beach County Line with full services provided Northbound from the boundary line up to Linton Blvd., or as requested by a manager.

The Southern SIRV boundary for I-95 is the Broward / Miami Dade County Line with limited first responder services provided Southbound from the boundary line up to Ives Dairy Road.

On I-75

The Southern SIRV boundary for I-75 is the Broward / Miami Dade County Line with limited first responder services provided Southbound from the boundary line up to Miami Gardens Drive

The Northern SIRV boundary for I-75 is the Broward / Collier County Line at Mile Marker 50. Any services north of the County line must be requested from another agency and approved by either a SIRV or RTMC Manager.

On US 27

From Miami-Dade/Broward County Line to the Palm Beach/Martin County Line.

With State Road 869 (Sawgrass Expressway)

The SIRV boundary on the ramps to and from State Road 869 (Sawgrass Expressway) is the concrete overpass at SW 8 Street. This overpass is located between West Sunrise Blvd and the interchange for both I-75 and I-595. SIRV jurisdiction starts on the South side of the overpass and continues Southbound. Limited First Responder services are provided Northbound from the boundary line up to Sunrise Blvd.

With I595 Express LLC

All boundaries with I595 Express LLC have been marked with "T" type reflective delineators. Unless SIRV is on scene as a first responder, they will not respond to incidents in the I595 Express LLC jurisdiction unless requested and properly approved.

1.East Side

- Westbound I-595 SIRV jurisdiction stops where the concrete portion of the Pond Apple Creek Bridge ends which is West of I-95 and before the State Road 7 exit ramp.
- Eastbound ramp from I-595 to N/B I-95 SIRV jurisdiction starts on the ramp at the Western edge of SW 26 Terrace.

- Eastbound on I-595 SIRV jurisdiction starts on both the main line and the E/B ramp to S/B I-95 at the point where the ramp and the mainline are divided by a wall at the widest part of the apex.

2. West Side

- Ramp from the Sawgrass Expressway to W/B I-75 SIRV jurisdiction stops where the ramp merges onto N/B I-75 and W/B I-595 ramp.
- Ramp from the Sawgrass Expressway to E/B I-595 SIRV jurisdiction stops at the East side base of the flyover where the concrete roadway portion meets asphalt.
- Ramp from W/B I-595 to N/B Sawgrass Expressway SIRV jurisdiction starts where the asphalt roadway portion of the ramp meets the concrete portion of the ramp flyover.
- Ramp from W/B I-595 to S/B I-75 SIRV jurisdiction starts where the asphalt roadway portion of the ramp meets the concrete portion of the ramp flyover.
- Ramp from W/B I-595 to Weston Road and SR-84 SIRV covers this ramp from where it separates from I-595 to where it merges onto SR-84.
- Ramp from W/B I-595 to N/B I-75 SIRV jurisdiction starts at the beginning of the apex where it merges onto I-75.
- Ramp from S/B I-75 to E/B I-595 SIRV jurisdiction ends at a point just east of the N/B lanes of I-75 that run below the ramp.

Palm Beach Boundaries

On I-95

The Northern SIRV boundary on I-95 is the Palm Beach / Martin County Line with limited first responder services provided north of that location

The Southern SIRV boundary on I-95 is the Palm Beach / Broward County Line with full responder services provided in Broward County to Atlantic Blvd. or as requested by a manager.

Jurisdictional Disputes

SIRV will respond to any incident they are dispatched to regardless of jurisdiction. If a SIRV Operator suspects the incident is outside of SIRV response areas they will communicate this to the dispatcher but continue to the incident. A RTMC Manager will be the person who determines jurisdiction for FDOT District Four SIRV Units.

Once on scene, the SIRV Operator will communicate their observations to the RTMC Manager so jurisdiction can be determined. Until proper jurisdiction is determined, the SIRV Operator will handle an event as if it is in their jurisdiction. If the SIRV Operator is told to continue handling the incident and they feel the decision was not proper, they will take photographs of the scene

to properly document the location. After clearing the incident they will submit the photographs and a To / From memo explaining their opinion about the jurisdiction to the SIRV Operations Manager for follow-up.

2.8 SIRV Operator Responsibilities on RISC Calls

PURPOSE

The purpose of this policy is to provide guidance to SIRV Operators with regard to FDOT District Four's Rapid Incident Scene Clearance (RISC) Program.

GENERAL

The purpose of the RISC Program is to expedite the safe clearance of major incidents from the highways using heavy duty, specialized equipment. This program is put in place in conjunction with Florida's "Open Roads Policy," which states that the roadways will be cleared as soon as possible with the goal of all agencies that incidents be cleared within 90 minutes of the arrival of the first responding officer.

The RISC program offers financial incentives to qualified companies to respond to and clear major incidents such as large vehicle crashes, rollovers, fires and cargo spills within a specified period of time.

FDOT District Four has instituted a RISC Program in the entire District including the areas covered by SIRV. Although the Florida Highway Patrol (FHP) is responsible for making the final determination for initiating a RISC call out, the SIRV Operator will need to work closely with FHP to assist in making this determination.

In order for a SIRV Operator to assist FHP in making a decision to activate RISC, a SIRV Operator must be familiar with FHP's RISC activation criteria and procedures. The criteria and activation policy are as follows:

EVENTS, CRASHES OR TRAFFIC INCIDENTS FOR RAPID INCIDENT SCENE CLEARANCE

1. Tractor Trailer Combinations (DOT Class 8)

- Rollover blocking one or more travel lanes.
- Multiple truck crash.
- Lost Load on or affecting the travel lanes.
- Load Shifted on or affecting a travel lane.
- Lost tandems or split trailer on or affecting a travel lane.
- Truck fire with tires burned off or cargo spilled.
- Major impact with or on top of a barrier wall, guard rail or with a bridge support.

2. Trucks over 16,000 lbs. (DOT Class 5, 6 & 7)

- Rollover blocking one or more travel lanes.
- Lost load on or affecting the travel lanes.
- Load shifted on or affecting a travel lane.
- Truck fire with tires burned off or cargo spilled.
- Major impact with or on top of a barrier wall, guard rail or with a bridge support.

3. Motor Homes and Motor Coaches (DOT Class 5 and 6)

- Rollover blocking one or more travel lanes.
- Fire with tires burned off.
- Major impact with or on top of a barrier wall, guard rail or with a bridge support.

4. Busses (16 passenger or more, DOT Class 6, 7 & 8)

- Rollover blocking one or more travel lanes.
- Fire with tires burned off or burned luggage on the roadway.
- Major impact with or on top of a barrier wall, guard rail or with a bridge support.

5. Aircraft

- Any incident involving an aircraft effecting the travel lanes.

6. Large yacht type boats

7. Mobile Homes, Modular Homes, or Modular Buildings

NOTE: In addition, any complex or extended incident where vehicles cannot be easily towed from the scene or are creating a hazard to traffic may be candidates for using the “Vendor” as directed by the Department.

FLORIDA HIGHWAY PATROL RISC ACTIVATION PROCEDURES

1. Arrival

When a Trooper arrives on the scene of a possible RISC activation, use the RISC Criteria descriptions on the reverse side to determine if notification should be made.

2. Notification

Notify Lieutenant as soon as possible to respond for verification.

From time of notification, the RISC Responder has 60 minutes to arrive. Dispatch will notify the BCRTMC to make RISC Responder notification.

3.RISC Responder Arrival

When RISC providers arrive, they must arrive with three separate units:

- A 50-ton rated (or higher) wrecker.
- A 50-ton rated (or higher) rotator wrecker.
- Support truck and/or trailer combination.

When all three arrive, notify dispatcher that RISC has arrived. This time interval is critical to RISC Responders making a claim for incentive payments.

All three vehicles must have a current “Authorized RISC Recovery Vehicle” sticker located on the driver's side of the vehicle. A RISC vehicle without the RISC Certification Sticker on the side is not authorized for recovery, and as such, the RISC Responder HAS NOT arrived with required equipment.

4. Notice to Proceed

The Lieutenant or Trooper on scene will give the RISC Responder authorization to proceed. Once the RISC Responder is given a "Notice to Proceed", they have 90 minutes to clear the roadway so that traffic can resume.

5. Clearance

When vehicles are removed and debris is cleared from the roadway; so that the highway can be opened to traffic, notify dispatch. This time interval is critical to RISC Responders making a claim for incentive payments.

SIRV OPERATOR RESPONSIBILITIES

- SIRV will be dispatched to **ALL** RISC activations within the SIRV response area regardless of the time of day or incident level.
- SIRV may also be dispatched to RISC activations outside their response area when approved by a SIRV, TMC or FDOT Manager.
- SIRV Operators will work with FHP to assist them in making a decision to activate RISC.
- The TMC Dispatcher will advise SIRV when RISC has been activated by FHP.
- SIRV Operators will examine each piece of wrecker company equipment as it arrives to see if it is properly decal'd as a RISC response vehicle.

- SIRV Operators will notify dispatch as each piece of RISC equipment arrives. Such notification will include the type of equipment and truck number.
- If additional non wrecker equipment is required, the SIRV Operator will notify dispatch. The SIRV Operator will then also notify dispatch when each piece of additional equipment arrives.
- SIRV Operators will notify dispatch when FHP has given the notice to proceed. They will also notify dispatch when notice to proceed has been suspended and then restarted.
- SIRV Operators will notify dispatch when the RISC provider has cleared all lanes even if the lanes remain closed for reasons beyond the control of the RISC provider.
- **SIRV will provide the TMC with updates as status changes occur, and every 15 minutes when no status changes have occurred.**
- SIRV Operators will take photographs at the incident to include the responding vehicles and equipment, the involved vehicle(s), the recovery process, any infrastructure damage, the traffic queue, and anything else they deem noteworthy.
- SIRV Operators reports will include all of the RISC response equipment along with their times for notification, dispatch, arrival and clearance.
- The report will also have the time that the RISC provider had the lanes cleared. This is not always the time the lanes were opened as other agencies may keep lanes closed after the RISC provider has completed their job.
- A copy of the finalized SIRV report will be given to the TIM coordinator to be included in their RISC post incident analysis.

3 Emergency Operations

3.1 Hurricane Procedures

PURPOSE

To govern the process of what to do in case of a hurricane or severe weather incident.

PROCEDURES

Preparedness

When a hurricane watch has been issued, SIRV staff will ensure that the SIRV trucks are fully equipped and fueled up at the end of each shift. When an evacuation is ordered, two SIRV trucks in each of Broward and Palm Beach County will be on duty patrolling the

highways. Work hours and locations may vary and will be determined by the FDOT Freeway Operations Manager or their designee. Truck assignments will be determined by the SIRV Operations Manager and will be based on the type of evacuation called for. SIRV staff that are required to work during and after the storm will report for work with enough uniforms, food and water to last a 48-hour period. The main focus of SIRV before a storm is to facilitate the movement of traffic out of an evacuation area.

SIRV Call Prioritization during Evacuations

The first responsibility of SIRV is to respond to lane blockages affecting evacuation traffic flow. If there is more than one blockage in the evacuation direction, then the blockage restricting a higher percentage of travel lanes will be handled first. Secondly, the SIRV will respond to non-evacuation direction lane blockages. Thirdly, the SIRV will assist with Road Ranger calls as needed.

During Storm Activity

Once evacuations are complete and roadways are clear all SIRV trucks will be fully fueled and stocked with extra supplies. Once driving conditions become hazardous (as determined by SIRV Operators) both trucks and operators will return to the storm shelter locations. While at their shelters, SIRV staff will keep abreast of traffic conditions.

Storm Recovery

As the storm subsides, SIRV Operators will determine when conditions have improved enough to resume operations. At this point, unless otherwise directed by FDOT Management, SIRV trucks will return to patrolling the highways. At that time two of the off duty SIRV Operators will report to work as soon as possible to relieve Operators that worked during the storm. SIRV Operators reporting for work after the storm will bring with them enough uniforms, personal gear, food and water to last at least 48 hours. Work hours from that point on will be determined by one of the following: the FDOT SIRV project Manager, the RTMC Manager or the SIRV Operations Manager.

Each SIRV truck will have an after storm assigned patrol area. The first responsibility of SIRV will be responding to reported lane blockages. Lane blockage responses will be prioritized by the percentage of lanes blocked. When not on a call, SIRV will check all directions of their

Standard Operating Procedures for District 4 Severe Incident Response Vehicle (SIRV) Service

assigned highways for infrastructure damage and blockages. SIRV Operators will report any infrastructure damage or blockages to the TMC.

When all roadways have been checked and blockages have been cleared SIRV will assist Road Rangers with calls for service as needed until normal operations are resumed.