

Attachment VI
Road Ranger Service Patrol (RRSP) Operations
Standard Operating Procedures

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List of Acronyms

- CBR – Chemical, Biological, Radiological
- CCTV – Closed Circuit Television
- CPR – Cardiopulmonary Resuscitation
- DMS – Dynamic Message Sign
- EL – Express Lanes
- ERG – Emergency Response Guidebook
- ESS – Emergency Stopping Site
- EV – Electric Vehicle
- FCC – Federal Communications Commission
- FDOT – Florida Department of Transportation
- FHWA – Federal Highway Administration
- FHP – Florida Highway Patrol
- HOV – High Occupancy Vehicle
- IM – Incident Management
- ITS – Intelligent Transportation Systems
- MOT – Maintenance of Traffic
- NATO – North Atlantic Treaty Organization
- NHI – National Highway Institute
- PA – Public Address (system)

- PEVC – Portable Electric Vehicle Charging
- RRSP – Road Ranger Service Patrol
- RTMC – Regional Transportation Management Center
- SHRP2 – Strategic Highway Research Program Two
- SIRV – Severe Incident Response Vehicle
- SOP – Standard Operating Procedure
- TIM – Traffic Incident Management

5. Road Ranger Service Patrol (RRSP) Operations

5.1. Introduction

The Florida Department of Transportation, hereafter referred to as the Department or FDOT, provides Road Ranger Service Patrol (RRSP) 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 RRSP duties, as detailed within this Standard Operating Procedures (SOP) document and as agreed to in the Open Roads Policy, shall include assisting the FDOT District Four (District 4) Transportation Systems Management and Operations (TSM&O) Regional Transportation Management Center (RTMC) with traffic and incident management services to reduce traffic congestion and delays caused by non-recurring events. The services 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 (FHP) and the Severe Incident Response Vehicle (SIRV) with Maintenance of Traffic (MOT) and other services during incidents.

These SOPs were 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.

5.2. Safety Rules and Requirements

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

5.2.1. Rules

5.2.1.1. Driver Safety

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

5.2.1.2. Driving Safely

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).

Additionally, stopping on the highway is only to be done to provide services described herein.

5.2.1.3. 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.
- Always exercise caution and safety, while on a traffic/incident scene.

- Plan an escape route prior to exiting the vehicle. By doing this, you already know what to do should you hear or see an errant vehicle approaching the scene. Guardrail and barrier wall should always be considered to provide additional safety, when available.

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. In addition, the front wheels of the Service Patrol Vehicle shall be turned such that they are pointing away from the incident scene. This will help steer the vehicle away from the scene should it be hit by another vehicle from behind.

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 (Florida Statute 316.126) 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 the required orange safety vests with reflective striping, always 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! Avoid injuries by not rushing on a scene. When rushing, you tend not to look up.

During inclement weather, lightning can be dangerous.

- Stay inside your vehicle.
- Avoid wide open areas.
- Avoid standing or parking next to 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).

5.2.2. Requirements

Service Patrol Vehicle Operators will not possess or consume any alcoholic beverages while on duty. Any Service Patrol Vehicle Operator reporting for duty that shows evidence of having been drinking, being intoxicated, or otherwise impaired 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. Service Patrol Vehicle Operators who need to take prescription medication due to an illness or diagnosed medical condition will immediately notify the Service Patrol Vehicle Operator Supervisor. The Service Patrol Vehicle Operator Supervisor may need to determine from the prescription bottle or contacting the Service Patrol Operator's physician if the Service Patrol Vehicle Operator can safely operate equipment and drive a motor vehicle before being allowed to go on shift.

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 front-facing red or blue flashing or revolving lights and/or police sirens are prohibited under this contract and by Florida Statute. However, the use of rear-facing red lights is allowed in combination with white or amber lights.

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

Violation of any of the above requirements will result in disciplinary action up to and including termination.

5.3. General Requirements

5.3.1. Project Area

The Project Area is defined as the entire I-95 corridor in District Four beginning at the Miami-Dade County line and extending to the Brevard County line; portions of the I-595 corridor from I-75 to NW 136 Ave and from State Road 7 to Port Everglades; the entire I-75 corridor from the Miami-Dade County line to mile marker 50 (west of the Alligator Alley Toll Plaza); and, any other areas within District 4 as designated by the Department. See **Appendix A**, containing a breakdown of the shifts, shift times, number of vehicles required per shift, and the length of the shifts.

5.3.2. Hours of Service

Service Patrol Vehicles operating in Broward, Palm Beach, Martin, St. Lucie, and Indian River counties (the last three referred to as Treasure Coast) will operate 24 hours per day, seven days per week, including Department observed holidays for the term of the Contract. The hours of services during holidays may vary from the weekdays/normal hours of services and shall be adjusted at the Department's discretion.

The Department reserves the right to adjust the shift times, and the number of Service Patrol Vehicles required per shift, to meet the Department's needs.

5.3.3. Service Patrol Vehicle Beats

Service Patrol vehicles will:

- Operate in designated patrol beats as determined by the Department, which may vary, based on need.
- Normally enter and exit at the nearest interchange, rest area, or designated paved crossovers. Crossing the median must be avoided, unless directed to do so by the Department or a Law Enforcement Officer.
- Continuously patrol their respective beats in their designated loops, unless conducting an authorized service patrol stop (detailed in Section 3.6) or directed by the Department.

5.3.4. 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. Under many circumstances, an emergency stopping site may not exist, but the shoulder will be wide enough for parking the disabled vehicle.

The Department will determine these locations with the assistance of the Contractor (refer to Appendix E; Pages 53 & 54).

- Broward County
- Palm Beach County

5.3.5. Beat Adjustments

The Department:

- Reserves the right to adjust Service Patrol Vehicle Beat locations to better accommodate demand for Service at any time during the Contract's term,
- Will advise the Contractor of any required adjustment to a beat location in writing forty-eight (48) hours prior to the effective date of adjustment.

- Reserves the right to temporarily reassign Service Patrol Vehicles to patrol:
 - If an emergency is warranted.
 - Locations outside a beat or project area, including another county within the District 4 area if an emergency warrants.

Service Patrol Vehicle Operators will patrol to the next exit after leaving their assigned county jurisdiction as a result of regular established patrol beats.

If a Service Patrol Vehicle Operator encounters a motorist outside their jurisdiction they will stop and provide the same services they normally provide after notifying the RTMC. If a vehicle cannot be moved from the road, or if the event will be prolonged, the Service Patrol Vehicle Operator will notify the RTMC, and request the assistance of a Service Patrol Vehicle Operator or FHP Trooper from the adjoining county jurisdiction or local law enforcement, if appropriate. They shall remain on scene until they are relieved by the responding unit.

5.3.6. Authorized Service Patrol Vehicle Stops

Service Patrol Vehicle Operators shall not stop continuous patrolling of their designated Service Patrol Beat without the authorization of the Department. Authorized stops shall include, but are not limited to:

- Assisting stranded motorist with minor repairs.
- Removing disabled vehicles from travel lanes.
- Removing small spills and debris from the travel lanes.
- Assisting Law Enforcement Officers, SIRV Operators, or other public responding agencies with incident site traffic management.
- Rest (15 minutes) or meal (30 minutes) period.
- Bathroom break (15 minutes).
- Re-fueling Service Patrol Vehicle.

Note. Rest and meal periods shall be postponed or interrupted at the discretion of the Department if the services of the Service Patrol Vehicle Operator are needed.

5.3.7. Authorized Leave from Service Patrol Beat

Service Patrol Vehicles shall not leave their designated Beat without the authorization of the Department. Authorized leave shall include, but not be limited to:

- Mechanical failure of the Service Patrol Vehicle. In this instance a backup vehicle shall be put into service within a 60-minute time frame.
- Replenish supplies or refuel at the nearest facility not to exceed two miles from their beat. The vehicle leaving the beat to obtain fuel or supplies may do so no more than once per shift and must return to service within 30 minutes.
- Service Patrol Vehicle fuel supply will not be allowed to go below $\frac{1}{4}$ tank before refueling.
- Response to an order from Law Enforcement Officer, SIRV Operator, or Fire Department Official or RTMC.
- Provide a Service Patrol Vehicle Operator with a lunch period of no longer than 30 minutes and two rest periods of no longer than 15 minutes each. Such periods shall not be between the hours of 6:00 a.m. – 9:00 a.m. and 3:00 p.m. – 6:00 p.m., on any working day.
- To bypass a queue to reach an incident or lane blockage.
- Changing Operators.
- Inclement Weather – Service Patrol Operators shall ask permission to stop patrolling due to inclement weather or poor visibility (Fog, Rain, Hail, Hurricane, and Tropical Storms). RTMC Operators will not deny this request and will ask the Road Ranger to find a safe location to monitor radio traffic. Once the inclement

weather has subsided the Operator shall begin patrolling once again. The Service Patrol Operator will inform the RTMC Operator that patrolling has resumed.

Note. Service Patrol Vehicle Operators shall notify and get clearance from the RTMC when a request is made to leave the beat by another agency.

Note. The RTMC needs to authorize any rest or meal periods before the Service Patrol Vehicle Operator leaves their beat.

5.3.8. Service Patrol Vehicle Operator Shift Changes

Service Patrol Vehicle Operators shall not leave their shifts until they receive authorization from the Department. When a Service Patrol Vehicle Operator receives a request for service or assistance from either the Department or a Law Enforcement Officer near the end of the Operator's shift, the Service Patrol Vehicle Operator shall respond. The Department shall pay the Contractor for the extended period. Payment rate shall be the established as an hourly contract rate, to be calculated to the nearest one-half hour (½ hour).

The required services shall be made prior to making a shift change.

5.3.9. Maintenance of Service Patrol Vehicles

The Service Patrol Vehicles shall be kept neat and clean, and shall be maintained in conformance with the 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.

5.3.10. 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 Service Patrol Vehicle Operator directly contact a tow provider for services for a motorist.

5.4. Service Patrol Vehicle Operator – Duties and Responsibilities

5.4.1. Abandoned Vehicles

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 relay this information to the FHP. Service Patrol Vehicle Operators shall visually inspect the interior of the vehicle and report unusual or suspicious issues to the RTMC.

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

5.4.1.1. Towing

- DO NOT communicate to a motorist that they may leave their vehicle without risk of being towed by FHP.
- By law, the motorist has up to six hours to remove the vehicle provided it is in a safe location.
- 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.

5.4.1.2. 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 it 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 when a vehicle may not be visible via closed circuit television (CCTV) camera.



Figure 1: Sample of Abandoned Vehicle Tag

5.4.2. Crashes

The Service Patrol Vehicle Operators shall:

- Respond to crashes as fast as possible, when dispatched to crash calls.
- Safety Service Patrol Vehicle Operator shall not stop to assist any shoulder blocking event, if they are responding to a lane blockage event or traffic crash.
- 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 set up MOT as required to ensure safety on the scene.
- The Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.

5.4.2.1. 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 event status to the RTMC, particularly when it involves lane blockage.

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

5.4.2.2. Fatality Reporting

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

- Service Patrol Vehicle Operator confirms fatality report received from FHP / Fire Rescue on the scene.
- RTMC Operator confirms the fatality with FHP via landline.
- SIRV Unit on the scene confirms fatality.

5.4.3. Advice to Motorists

Motorists shall be initially advised, prior to providing services, that:

- Moving, fueling, servicing their vehicle, or calling a towing service is 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 be 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 plan for further service, towing, or transportation.

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

Note. 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 a Contractor or a Service Patrol Vehicle Operator provide or recommend any towing, repair service, or facility to the disabled motorist.

5.4.4. 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.

- Dead animals will be removed by FDOT Maintenance.
- Live animals, RTMC operator will contact Animal Control.

5.4.5. Road Assistance: Law Enforcement / Motorists

5.4.5.1. *Law Enforcement Personnel*

A 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.
- Follow the instructions of and obey the orders of Law Enforcement personnel.

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.

5.4.5.2. *Motorist*

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

- Move disabled vehicles from traffic lanes.
- Change flat tires. Note: Some aluminum wheels have steel spares that require special lug nuts.
- Provide jump-starts.
- Provide up to one gallon of fuel. In Broward, the Service Patrol Vehicle Operator will provide fuel at their discretion to help get the vehicle started.
 - Provide the vehicle information (make, model, color, and license plate) to the RTMC before providing fuel. The RTMC will verify the history of the vehicle.
 - If the vehicle is verified to have prior history of receiving fuel, request the motorist to attempt to start the vehicle to determine if fuel is needed. If the vehicle does not have prior history of receiving fuel, do not request the motorist to start the vehicle.
 - If the vehicle does start, fuel will not be dispensed. If the vehicle does not start, enough fuel (up to one gallon) will be dispensed to allow the motorist to reach the closest fueling location.
- Provide water to the motorists and other vehicle occupants, as needed.

- Assist motorists with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes).

WARNING! Do not stand between vehicles! Always watch approaching traffic! Monitor traffic while servicing a vehicle under the hood.

High end vehicles should not be serviced for any mechanical issues. Most dealers provide towing and repair service for high end vehicles. Fuel servicing may be accomplished. Examples of high-end vehicles include but are not limited to:

- | | |
|----------------|---|
| • Aston Martin | • Rolls Royce |
| • Bentley | • Tesla's and any other all-electric vehicles |
| • Ferrari | • BMW |
| • Lamborghini | • Mercedes |
| • Maserati | • All Convertibles |
| • Porsche | |

The size of Commercial Vehicles and motorhomes limit the amount of service you can provide. Most have roadway assistance plans for tires or towing. Set up MOT, offer use of cell phone, water, and hold a flashlight, if needed.

Note. A Contractor or Service Patrol Vehicle Operator shall not charge any fees, accept any gratuities, recommend secondary towing service, or recommend repair/body shops. *Violation of this requirement shall lead to grounds for immediate removal of the employee from this contract.*

5.4.6. Clearing, Clean-up, Debris Removal & Reporting

5.4.6.1. Clearing, Clean-up

- Clear disabled vehicles' lanes encountered in the Service Patrol Vehicle Beat; move them to the shoulder or Emergency Stopping Sites on an exit ramp.
- 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.
- Never remove any debris from a crash site until told by Law Enforcement to do so. This debris may be important for Law Enforcement's determination of who was at fault for the incident.

5.4.6.2. Debris Removal

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

5.4.6.3. Reporting

- A Service Patrol Vehicle Operator will inform the RTMC of the debris: type and location. If debris cannot be managed by a Service Patrol Vehicle Operator, the RTMC will dispatch a second Service Patrol Vehicle Operator. Temporary MOT may be set up to safely retrieve the debris. Then, a Service Patrol Vehicle Operator must notify the RTMC if assistance from Asset Maintenance is required.

5.4.7. Disabled Vehicles

The Service Patrol Vehicle Operator shall offer services to stranded motorists even if a motorist's vehicle is pulled out of the travel lane. Disabled vehicles shall be removed from the travel lanes, with the least delay practicable: move them to the shoulder area or emergency stopping site. Use extreme caution in moving all disabled vehicles.

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

Rotation towing service or other towing service requested by a motorist shall be at a motorist's expense. Should a motorist refuse to allow a disabled vehicle to be cleared from the travel lanes, a Service Patrol Vehicle Operator shall contact the RTMC for assistance. Once contacted by the Service Patrol Vehicle Operator, the RTMC shall contact FHP. While the RTMC is contacting FHP, the Service Patrol Vehicle Operator will set up appropriate MOT using arrow board, cones, flares, etc. to warn motorists of hazards and will remain on the scene until FHP personnel arrive. Service Patrol Vehicle Operators shall not attempt to move such disabled vehicles until directed to do so by the FHP. All disabled relocated vehicles, will be parked with the wheels turned away from the roadway, utilizing the parking brake if possible. If a disabled vehicle is there while responding to a crash, a Service Patrol Vehicle Operator will notify the RTMC of the vehicle's location so another Service Patrol Vehicle Operator can respond.

5.4.7.1. Reporting Requirement

A 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.

Communicate with the RTMC prior to making the transport. The RTMC will then provide the Service Patrol Vehicle Operator with two confirmation numbers during emergency transport of motorists.

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 and document the information into the InService App for recording.

5.4.7.2. Disabled FHP Vehicles

In certain cases, 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 towing company.

5.4.8. Portable Electric Vehicle Charging (PEVC)

The Broward, Palm Beach, and Treasure Coast Service Patrol Vehicle Operators participate in the Department's Pilot Project of providing free electric vehicle (EV) charging to disabled EVs by operating the Department owned Portable EV Chargers. The Service Patrol Contractor shall report usage of the PEVCs on a quarterly basis to the Department. The report will include, at a minimum, the following information:

- The number of EVs served.
- For each charging event:
 - The date of the event.
 - The roadway, mile marker, and direction of the event.
 - The make, model, and year of the vehicle serviced.
 - The start and end of the charging time.
 - The approximate added mileage (charge) to the vehicle serviced. Check the vehicle's console interface.
 - Whether the charge was successful, with detail of any errors or problems occurring if unsuccessful.
 - Lessons learned for better operation.
 - Operational maintenance records.

The Service Patrol Vehicle Operator shall provide electric vehicle charging assistance to motorists as follows:

- Upon arrival, the Service Patrol Vehicle Operator will verify if the EV needs charge and make confirmation with the RTMC that a PEVC unit will need to be dispatched and operated.

- PEVCs may only be used for charging passenger vehicles and light trucks. Large trucks, motorcycles, bicycles, low-speed electric vehicles, golf carts, and all other forms of electrified vehicle are not to be charged.
- PEVCs shall not be used to provide “shore power” or similar purpose unless specifically directed to do so in writing by the contract manager in an exigent circumstance.
- Once the need for charging service is confirmed, the Service Patrol Vehicle Operator shall maintain a protective block upstream of the disabled EV.
- The Service Patrol Vehicle Operator will activate rear-facing emergency lights and arrow/message boards.
- Temporary traffic control will be deployed.
- If access to the charging port on the EV places the responder on the traffic side of the vehicle, there must be a lane +1 block or a minimum 50% offset block provided by the blocking responder vehicle immediately upstream of the disabled EV.
- Anytime charging is deemed unsafe or impractical, the road ranger should refuse service and call a flatbed tow truck.
- PEVCs should not be used during inclement weather.
- The EV should be immobilized, by deploying wheel chocks, while roadside service of any type is provided by the Road Ranger.
- Engage the parking brake and place the vehicle in park.
- Shut off the vehicle ignition.
- Secure the proximity key from the driver and place it in the cab of the Road Ranger vehicle for safe keeping. This also prevents accidental activation of vehicle systems in a pocket or purse.
- The PEVCs shall be utilized in accordance with the manufacturer's guidelines.
- While charging is taking place, the Service Patrol Vehicle Operator will locate the nearest commercial charging station in case charging is unsuccessful. The maximum duration for charging a vehicle is 15 minutes. If the vehicle does not start after 15 minutes of charging it shall be towed using the FHP rotation towing service or a towing service requested by the owner of the vehicle.
- Once the charging session is over, the RRSP shall disconnect the EV charging device, and secure all equipment.
- Finalize all details into a report spreadsheet for record keeping.

5.4.9. Emergency Transport of Motorists Disabled Vehicles

Motorist transport will only occur in emergencies and shall follow guidelines established by the FDOT and/or the Contractor.

If the Service Patrol Vehicle Operators is the first to arrive at the scene, they will assess the situation and communicate their observations back to the RTMC. If the motorist is experiencing a medical emergency, the Road Ranger will request EMS/EMTs immediately.

Symptomatic and Asymptomatic COVID-19 is not a medical emergency. Do not transport motorists except when conditions exist that put the motorist at greater risk for injury or death. These conditions include but are not limited to the conditions below:

- Motorists or passengers:
 - With a non-emergency medical condition or injury that could deteriorate because of being stopped for an extended period.
 - With a low tolerance to extreme temperatures (hot or cold) and are unable to use their vehicle's HVAC system.
 - That are elderly, expectant mothers, have accompanying infants or small children.

- Disabled vehicle is towed; a motorist is unable to make their own plans to travel to a safe location.
- Natural or manmade disasters affecting the location of the disabled vehicle.
- The location of the disabled vehicle is in an area that puts motorists at a higher risk (Left/Narrow shoulder, construction zone, line of sight obstruction, rural/remote area) of being struck by another vehicle.

A Service Patrol Vehicle Operator on scene will coordinate with the RTMC to make the final determination if any of the exceptions apply or if there are other conditions that warrant the transport of the motorist. The Service Patrol Vehicle Operator shall transport the motorist a reasonable distance off the nearest exit that has facilities. Motorists may be dropped off 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 of any emergency transport.

5.4.10. Hazardous Material Incidents

Service Patrol Vehicle Operators shall not be required to handle hazardous material but may assist if directed. 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, the Service Patrol Vehicle Operator may clean up the spill. Spills such as fuel, oil, or coolant can be contained with some spill absorbent carried in the vehicle. Advise the RTMC what action you are taking. *Spill Mitigation Guidelines can be found here: [Spill Mitigation Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids \(Non-Cargo\).pdf](#)*
- 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.

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 a 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.
- If a Service Patrol Vehicle Operator sees a cloud of smoke or vapor. Smoke can be a fire about to ignite or could be a release of a hazardous gas or other substance. Service Patrol Vehicle Operators will evacuate the area as fast as they can. 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 (ERG) 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.**

5.4.11. 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.

5.4.11.1. Duties

- 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.
- Service Patrol Vehicles shall be parked such 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 effectiveness and difficulty in reading the sign message.
- If an incident occurs on a curve, a Service Patrol Vehicle Operator can request a second Service Patrol Vehicle to arrive on scene to park on the shoulder before the curve to provide advanced warning and increased visibility.
- If an incident occurs on the downgraded side of an overpass or bridge, a Service Patrol Vehicle Operator can request a second Service Patrol Vehicle to arrive on scene to park on the top of the overpass or bridge to provide additional advanced warning and increased visibility.
- If an incident cannot be cleared immediately, resulting in an extended length traffic queue, a 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. A Service Patrol Vehicle Operator will take up a position on the appropriate shoulder and move a Service Patrol Vehicle back and forth to remain at the end of the queue.
- Service Patrol Vehicle Operators shall activate the arrow board using only pre-programmed displays.
- 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 a Service Patrol Vehicle that the arrow board is working properly and showing the proper display. Otherwise, make an immediate change. Cones and/or flares should be placed in a configuration to:
 - Provide a tapered lane change.
 - Define the work area around an object.

5.4.11.2. Guidelines

The Service Patrol Vehicle Operator shall take the following action to set up MOT (*see Appendices F and G for sample diagrams*):

Table 1: RRSP MOT Actions

On the Shoulder	<ul style="list-style-type: none">• Turn your wheels away from traffic.• Display Caution (four points) on the arrow board.• Set up all cones necessary to meet minimum requirements of event condition.• Park 30 to 50 feet behind the incident.
Lane Closure	<ul style="list-style-type: none">• Turn your wheels away from traffic.• Display the arrow on the arrow board in the direction you want traffic to flow.• Set up all cones necessary to meet minimum requirements of event condition.• Park 30 to 50 feet behind the incident.

End of MOT	<ul style="list-style-type: none"> • 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 an open highway.
Taking down MOT	<ul style="list-style-type: none"> • Start at the farthest MOT cone or flares, always watching for oncoming traffic: • Retrieve the cones 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 the 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's high beam headlamps on. Oncoming traffic can be blinded by the glare. If a 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 the unseen! **DO NOT** turn your back to traffic at night for any reason!

5.4.12. Moving Disabled Vehicles from Traffic Lanes

Service Patrol Vehicle Operators 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 a 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. Remember to reduce the potential of a secondary incident. Usually, a suitable relocation site is nearby – just make sure you and a 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's 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.

Notes.

- Always inspect the area on the motorist's vehicle before you intend to push and notify the motorist of pre-existing damage. After the push, re-inspect the vehicle and notify the motorist of any new damage. As noted previously, take before and after pictures to document the condition of the vehicle.
- 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:

- With **no injuries**, may be moved from the roadway to the shoulder.
- **With injured occupants**, shall not be moved except when directed by Law Enforcement Officials.

5.4.13. Express Lanes Quick Clearance Procedures

5.4.13.1. *Procedures*

To expedite the clearance of both travel lane and shoulder blocking events within the 95 Express Lanes (EL), the following quick clearance procedures have been established ([all MOT will be set-up as directed in Appendix F](#)).

- 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 Service Patrol vehicle may relocate a vehicle to the right shoulder, if it can be done in a safe manner.
- Abandoned vehicles in the 95 EL shoulder (legally parked) will be removed in the safest and quickest manner possible. When vehicles are relocated from EL and transported to the ESS, IM personnel will provide ESS location, vehicle make, model, and license to the RTMC. Hence, FHP Trooper will request a rotational tow to pick up all abandoned vehicles or those without an owners' request tow at the designated ESS.
- A disabled vehicle in the 95 EL shoulder (left only) that cannot be expediently repaired, or should existing shoulder width not allow for its safe repair, the vehicle shall be relocated to either the right shoulder or ESS.

To expedite the clearance of both travel lane and shoulder blocking events within the 75 Express Lanes (EL), the following quick clearance procedures have been established (all MOT will be set-up as directed in Appendix F).

- 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 Service Patrol vehicle may relocate a vehicle to the right shoulder if it can be done in a safe manner.

- Abandoned vehicles in the 75 EL shoulder (legally parked) will be removed in the safest and quickest manner possible. When vehicles are relocated from EL and transported to the ESS, IM personnel will provide ESS location, vehicle make, model, and license to the RTMC. Hence, FHP Trooper will request a rotational tow to pick up all abandoned vehicles or those without an owners' request tow at the designated ESS.
- A disabled vehicle in the 75 EL shoulder (left only) that cannot be expediently repaired, or should existing shoulder width not allow for its safe repair, the vehicle shall be relocated to either the right shoulder or ESS.

5.4.13.2. Service Patrol Vehicle Response to Express Lanes (EL)

The RTMC will dispatch a minimum of two Road Ranger Service Patrol Vehicles in response to any reported traffic incident occurring within any Express Lanes facility. The Service Patrol Vehicle personnel arriving first shall:

- Notify RTMC personnel 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 a vehicle can be removed.
- Service Patrol 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 helping services. Assistance services shall only be offered prior to vehicle removal if the services will result in more immediate incident clearance.

5.4.13.3. 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-95 are the lanes outside of the 95 Express facility. These lanes shall be referred to as "I-95 Lane #1, I-95 Lane #2, etc...." and counted beginning to the right of the 95 Express facility and ending at the right shoulder of I-95.

5.4.14. 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.

5.4.15. Patrolling

Service Patrol Vehicle Operators shall continuously patrol their designated beat, seeking disabled vehicles, stranded motorists, debris in the roadway, spilled loads, vehicle crashes, and obstructions to traffic and other potential hazards.

By scanning ahead, look for the following indications of an event:

- Unusual amount of flat tire calls in one area (debris, sinkhole).
- Vehicles suddenly shift out of one lane.
- Brake lights on multiple vehicles.
- Smoking tires.

5.4.16. Verifying Roadway Dynamic Message Signs (DMS)

Because some roadway DMS signs cannot be visually verified by the RTMC for proper operation because of viewing obstructions, lighting, weather, etc., or because of technical difficulties, Service Patrol Vehicle Operators may be dispatched to verify that a roadway DMS:

- Is lit (on) or blank (off).
- Has the proper indicated message that needs to be verified.
- Is malfunctioning / unreadable due to sequences pixel errors.

Service Patrol Vehicle Operators will check the information as reported by the RTMC (working, not working, no signal), respond to the area, then advise the roadway DMS status back to the RTMC.

5.4.17. 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.](#) Service Patrol Vehicle Operator may use another Department-approved version of the customer comment card.

5.4.18. 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.

5.4.19. Service Patrol Vehicle Crash

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

- Immediately activate your emergency equipment.
- The Service Patrol Vehicle Operator will immediately notify the RTMC by radio, so that other Service Patrol Vehicle Operators can respond, if needed.
- The Service Patrol Vehicle Operator Supervisor will immediately respond.
- 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.
- Move vehicles from the traffic lanes if there are no injuries.
- Notify the RTMC of any injuries, number of injuries, types of injuries.
- Set up MOT.
- 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 like any other crash.

5.5. Service Patrol Vehicle Requirements

The following sections are service patrol vehicle requirements to 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.

5.5.1. Service Patrol Vehicle Operator Daily Inspections

Prior to the start of each shift, a 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.

5.5.2. Missing / Malfunctioning Equipment

While on duty, in the case of missing and/or malfunctioning Service Patrol Vehicle equipment, a Service Patrol Vehicle Operator must notify a 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. A backup Service Patrol Vehicle shall be put into service within 60 minutes for notification.

5.5.3. Inspection of Service Patrol Vehicles by the Department

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 the Traffic Incident Management Coordinator or Department-designated inspector. Vehicles are selected at random intervals and locations. The Department, or its designated representative, will coordinate with the Service Patrol Vehicle Operator's manager or supervisor to select vehicles to be inspected at a location within, or near the operating beat of the vehicle.

5.5.3.1. 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.](#)

5.5.4. Service Patrol Vehicle / Toolbox Requirements

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

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

- Eight (8") inch (1 each).
- Twelve (12") inch (1 each).
- Wire cutting pliers (1 pair).
- Complete set of open end and box wrenches (both metric and standard).

5.5.5. Service Patrol Vehicle Accessories / Parts 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 below).
 - Small (mini).
 - Medium
 - Large.
 - Knee & Elbow.
 - 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 pound (20 lb) 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 (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 (21/2) 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.
- Copy of ERG or ERG Application

5.5.6. Communications Equipment Requirements

5.5.6.1. *Cellular Telephones*

- 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.
- The Contractor must submit any change in the Operator's issued cellular phone number to the RTMC immediately after any change.
- The Contractor shall be responsible for all costs associated with the cellular phones throughout the term of this Contract.
- The Service Patrol 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.

5.5.6.2. *Public Address System*

Each Service Patrol Vehicle, including back-up vehicles, shall be equipped with an external speaker and public address (PA) 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. The unauthorized use of an emergency vehicle "siren" may result in termination.

5.6. 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 establishes 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.

5.6.1. 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.

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, allow 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 SunGuide,

- The RTMC can locate the event via CCTV (if CCTV viewing is available),
- Post messages on the DMS,
- Notify appropriate agencies of an 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.

5.6.2. Providing Confirmation Number

Each event, 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.

Example. If a disabled vehicle needs to be cloned into an abandoned vehicle, a Service Patrol Vehicle Operator would receive two confirmation numbers: 1) for the attempted service provided to the disabled, 2) for tagging the vehicle as abandoned. If a motorist must be transported using emergency transport guidelines by a Service Patrol Vehicle Operator to a nearest exit, an Operator may provide said confirmation number on both the disabled and the abandoned to the Service Patrol Vehicle Operator before the transport. So, the Service Patrol Vehicle Operator need not return to the vehicle to tag as abandoned.

5.6.3. Federal Communications Commission Rules and Regulations Including Use of Radio

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 the RTMC activities. False calls, false/fraudulent distress signals, superfluous, unidentified communications, obscene, indecent, and profane language are prohibited.

5.6.4. Call Signs Road Ranger Units and RTMC Communications

Call signs should be broadcast clearly and distinctly, as this identifies the transmitting station. At the start of a transmission/series of transmissions, employees with mobile radios shall identify themselves. When calling the RTMC, Service Patrol Vehicle Operators will report their truck number.

- The Broward RTMC will be referred to as "**Broward.**"
- Service Patrol Vehicles will be referred to by **truck number**. Truck 406 is District Four, 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**).
- SIRV will be referred to by **number**. Example, "SIRV1."

5.6.5. Service Patrol Vehicle Operator Radio Procedures

- Whenever a Service Patrol Vehicle Operator is being operated, that is equipped with a communications radio, a Service Patrol Vehicle Operator shall ensure that the radio is operational and shall monitor the designated frequency.
- 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 RTMC unless circumstances dictate otherwise.
- 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.
- When a Service Patrol Vehicle Operator advises about going to assist a stranded motorist, notify the RTMC of the following before the assist:
 - Location (i.e., I-95 south of Commercial)
 - Direction (NB, SB, etc.)
 - Vehicle Location (right shoulder, left shoulder, ramp, live lane)
- Service Patrol Vehicle Operator shall immediately notify the RTMC when clear for additional calls or returning to patrol.

5.6.5.1. *Answering the Radio*

- The 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, if not high priority.

5.6.5.2. *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. The 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 to 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.

5.6.5.3. 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.

5.6.5.4. 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.

5.6.5.5. *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 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.

5.6.5.6. *North Atlantic Treaty Organization (NATO) Phonetic Alphabet*

The International Radiotelephony Spelling Alphabet, more commonly known as the NATO 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.

5.6.5.7. *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.

5.6.5.8. *Correct Pronunciation of Numbers*

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

5.6.5.9. *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".

5.6.5.10. *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*.

5.6.5.11. *RTMC Radio Procedure*

- If no contact is made between the RTMC and a Service Patrol Vehicle Operator within 15 minutes after being advised by radio that a Service Patrol Vehicle Operator is going to assist a stranded motorist, the RTMC shall attempt to contact the Service Patrol Vehicle Operator originating the call. The Service Patrol Vehicle Operator's welfare shall be checked every 15 minutes after initial contact until the assistance is cleared.
- If two attempts to contact the Service Patrol Vehicle Operator have failed, the RTMC shall immediately dispatch the nearest available Service Patrol Vehicle Operator to the last location given by the Service Patrol Vehicle Operator performing the assist and notify the RTMC Management Team, Shift Leader and/or Service Patrol Vehicle Operator Supervisor.
- If no Service Patrol Vehicle Operator is available, the RTMC shall utilize the closest available resource (FHP, Fire Rescue, local law enforcement, etc.) by telephone or other means of immediate communications as well as notification to the RTMC Management Team, Shift Leader and/or Service Patrol Vehicle Operator Supervisor.

5.6.5.12. 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.

5.7. Supervision

A roaming **Service Patrol Vehicle Operator Supervisor** will be available to patrol in each Contractor's Service Patrol Vehicle Operator coverage area 24 hours per day, seven days per week for Broward, Palm Beach, Martin, St. Lucie, and Indian River counties.

5.7.1. Duties

Their duties will include the following:

- 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 their response. Document any procedural errors that are reported, or that they witness.
- 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.
- 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.
- 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.
- 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.

Note. Unauthorized Fuel Purchases Will Be Cause for Immediate Termination from Contract.

- 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.

5.8. Training

All Operators shall be required to satisfactorily complete a mandatory orientation within the first two weeks after hire. The Department will provide each new hire with a mandatory 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.

5.8.1. Mandatory Training

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.

5.8.1.1. Details

1. National TIM Emergency Responder Training - All Service Patrol operators and supervisors shall complete the in-person four (4) hour Federal Highway Administration (FHWA)/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 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, Road Ranger Service Patrol operators and supervisors shall complete an orientation provided by the Department at RTMC.
5. A minimum of 40 hours of "ride along" training is required with an experienced operator within two (2) weeks of hire.
6. SLERS training and certification (Joint Task Force (JTF) prescribed), shall be required for all Contractor supervisors and operators.

5.8.2. Specialized Training

If the Department develops and includes additional special training for Road Ranger Service Patrol operators and supervisors, they shall be trained in specialized topic training.

5.9. System Security

Road Ranger Operators are part of the FDOT's first line of defense when it comes to potential threats to freeways and the critical infrastructure associated with them. Operators are tasked with identifying any suspicious activity on the roadway while on patrol. The following subsections outline key points for the Operators to keep in mind while performing their duties.

5.9.1. Objective

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

5.9.2. Critical Assets and Facilities

- Roads and Bridges.
- Tunnels.
- Major Intersections/Interchanges.
- Traffic Management Centers.
- Inter-Model Connections (transit, ferry, airports, seaports, etc.).

5.9.3. DOT System Vulnerability

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

- Easily Accessible.
- Approach from any direction.
- Undefended, no security.
- Inadequate lighting.
- Abandoned vehicles.

5.9.4. DOT System Risks

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

5.9.5. 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.

5.9.6. Service Patrol Vehicle Operator's Role

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

5.9.7. Signs of Suspicious Activity

- Where someone is and what time they are there.
- What are they doing?
- Are they pacing or do they appear nervous?
- Are they staring, watching, or taking notes?
- Quickly leaving an area.
- Measuring or pacing off distances.
- Taking photos or reading with GPS.
- Carrying a suspicious package.
- Abandoning a package.
- Stopping or parking near bridges.
- Parking overloaded vehicles or trailers under bridges.
- Vehicle has no markings, stickers, or logos; parked near the ITS devices or cabinets.
- Same vehicle observed at several strategic locations.

5.9.8. Suspicious Object Recognition

1. Packages
 - Out of place.
 - Next to bridge footings/piers.

- Fueling locations.
- In or behind trash containers, vending machines.
- 2. Devices placed as above.
 - Wires.
 - Batteries.
 - Clocks and/or timers.
- 3. Substances
 - Chemical, biological, radiological (CBR).
 - Liquid or vapor.
 - Bacteria or fungus.
 - Conventional explosive.

5.9.9. Actions to Take When Observing Suspicious Objects

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

5.9.10. Actions to Take When Observing Suspicious Persons

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

5.9.11. Recognition of Dangerous Activity

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

5.9.12. 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.

5.10. 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.

5.10.1. Objective of Hurricane Preparedness

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

5.10.2. Watches and Warnings

- Hurricane Watch - Indicates the possibility that you could experience hurricane conditions within 36 hours.
- Hurricane Warning - Indicates that sustained winds of at least 74 mph are expected within 24 hours.
- Pay attention to weather reports and patterns.
- Have a current copy of all emergency telephone numbers.
- Make sure your home and family are prepared.
- Make sure there are ample supplies for each truck and at base.
- Service Patrol Vehicle pick-up trucks will carry extra fuel and water. Tow trucks do not have room.
- Supervisors carry additional supplies to re-supply trucks on the road.
- Service Patrol Vehicle Operator staffing levels will be determined by the Department.
- Service Patrol Vehicles will remain on duty, for as long as it is safe.
- 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.
- Prepare a Disaster Supply Kit
 - Pack everything in air-tight containers.
 - Keep supplies together in a backpack, duffel bag, etc.
 - Plan supplies to last 3-14 days.
 - Date everything so you know when to replace.
- Prepare for Evacuations

- Keep in mind that if there is an evacuation order, traffic conditions could change drastically, making our jobs busy.
- Be prepared to assist with Emergency Shoulder Use (ESU) by making sure shoulders are safe to drive on with all vehicles and debris removed.
- Evacuation does not just include communities near the east coast but includes mobile home parks in all locations.
- No emergency or assistance resources are to remain on the roads once sustained tropical storm force winds arrive.
- Full shifts will work until winds exceed 35 mph.
- Service Patrol Vehicles will then come off the road to a designated stand-by location.
- Normal operations will resume once FHP re-deploys, when winds drop below 35 mph.

5.10.3. After the Storm

- Report damage to roadway, bridges, light poles, guide signs, debris etc., to the RTMC.
- 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.
- Be aware of downed power lines. DO NOT drive through or walk-through flooded areas. Electricity can travel through water AND through the ground.
- Watch for debris containing sharp objects.
- Flooding may be an issue. Report locations.

5.11. Media Relations

5.11.1. 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.

Appendix

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Appendix A: Service Patrol Beat Maps Examples

Broward County Road Ranger Beats

The patrolling area shall cover: The entire I-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 I-595 (State Road 862) corridor from I-75 (State Road 93) to NW 136th Avenue and from State Road 7 (US 441) to Eller Drive; and the entire I-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. Additionally, as shown below, Beat 7 and Beat 14 cover the I-75 Express Lanes as part of their patrol. Coverage includes all on and off ramps. Below is a description of the beat limits and hours of service.

SCHEDULE 1: MONDAY to FRIDAY 6:00 am to 10:00 pm	
Beat	Location
1	I-95 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	I-95 SR 84 to Cypress Creek Road
3	I-95 Commercial Boulevard to Palmetto Park Road
4	I-95 Express Lanes from Miami-Dade County line to Palmetto Park Blvd.
5	I-75 Alligator Alley Toll Plaza to Mile Marker 50
6	I-75 Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Griffin Road
7	I-75 Miami Gardens Drive to Royal Palm Boulevard to include the I-75 Express Lanes up to Royal Palm Boulevard
8	Roving Supervisor/All Beats

SCHEDULE 2: MONDAY TO FRIDAY 10:00 pm TO 6:00 am AND 24 HOURS A DAY ON WEEKENDS AND STATE HOLIDAYS	
Beat	Location
9	I-95 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
10	I-95 SR 84 to Cypress Creek Road
11	I-95 Commercial Boulevard to Palmetto Park Road
12	95 Express Lanes from Miami-Dade County line to Palmetto Park Blvd.
13	I-75 Alligator Alley Toll Plaza to Mile Marker 50
14	I-75 Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Miami Gardens Drive to include the I-75 Express Lanes up to Royal Palm Boulevard
15	Roving Supervisor/All Beats

Broward County Beat Maps

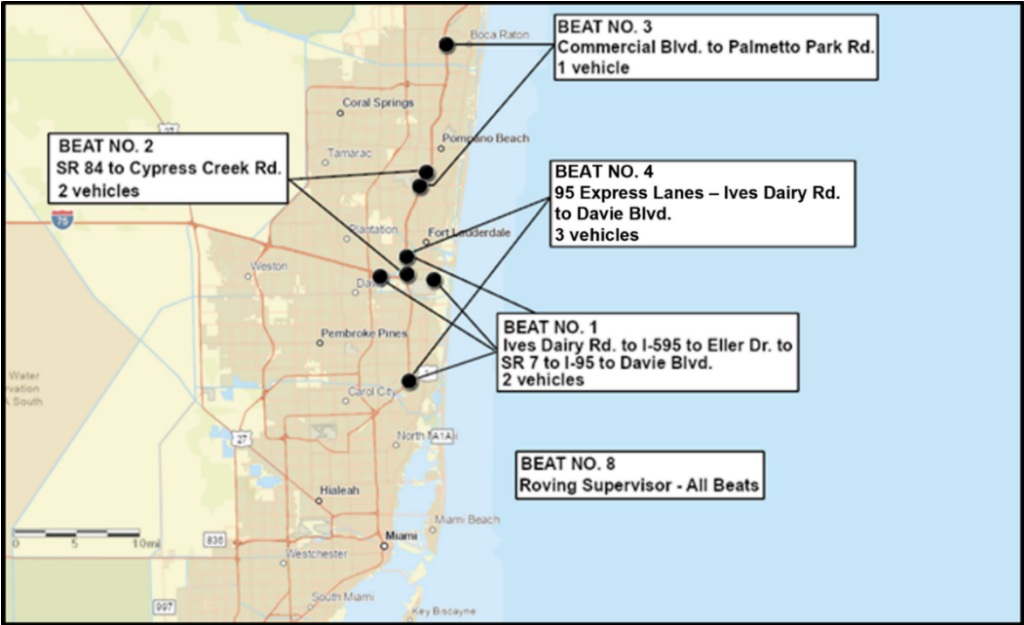


Figure A-1: I-95 Beats Schedule 1 Map

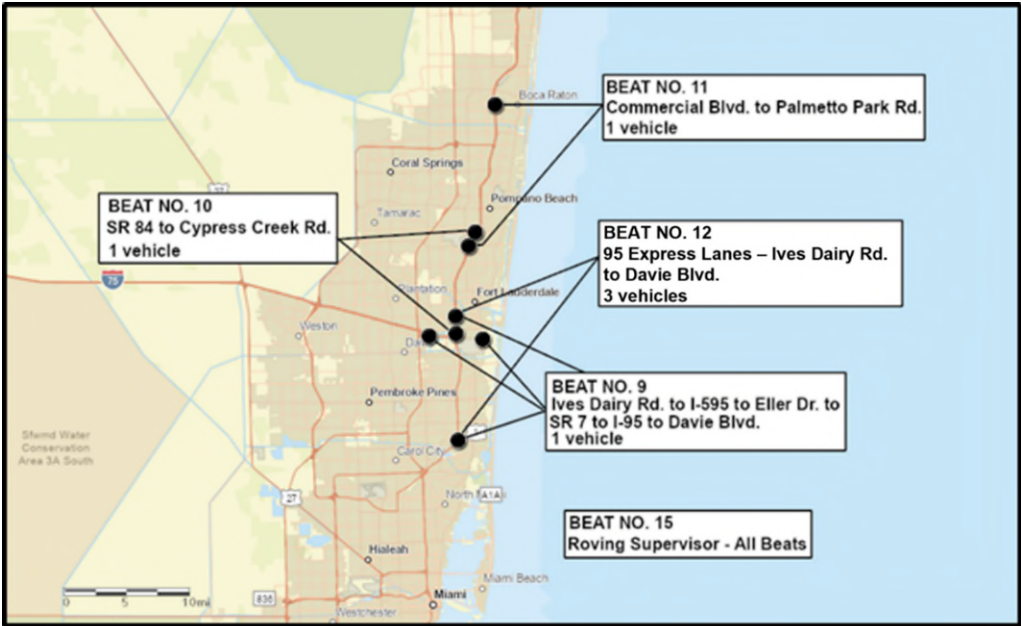
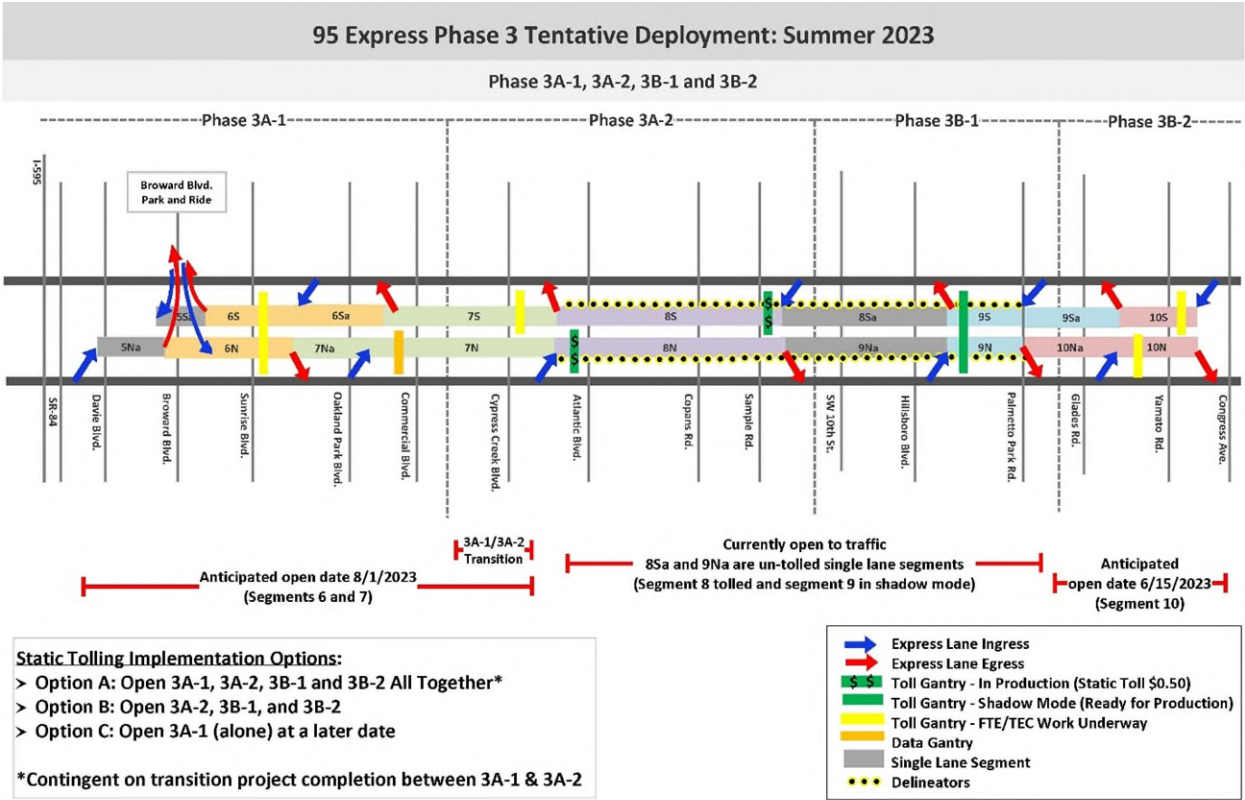


Figure A-2: I-95 Beats Schedule 2 Maps



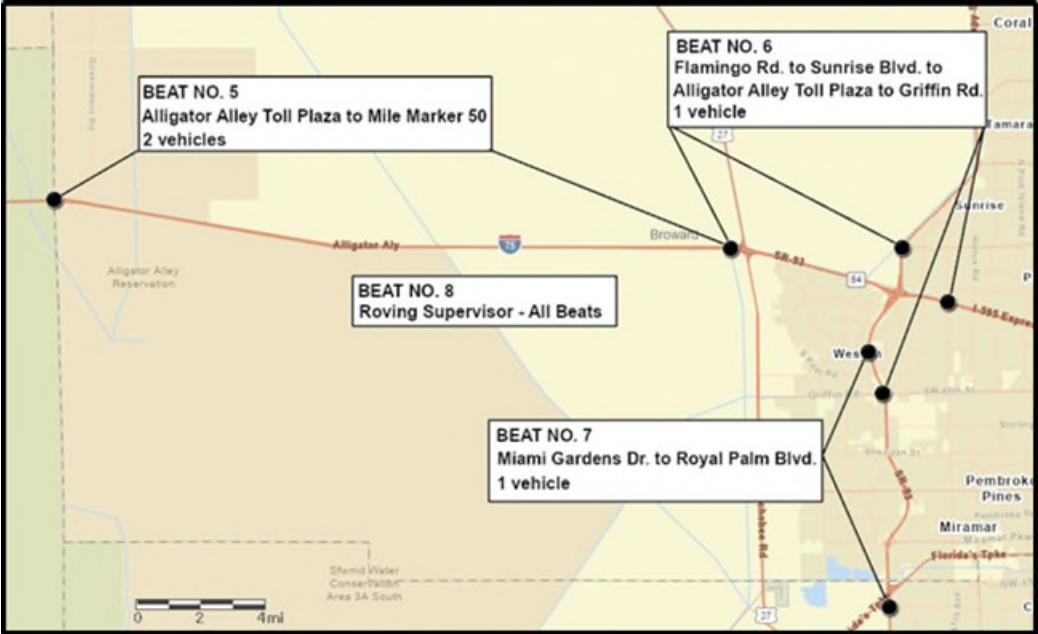


Figure A-3: I-75 Beats Schedule 1 Map

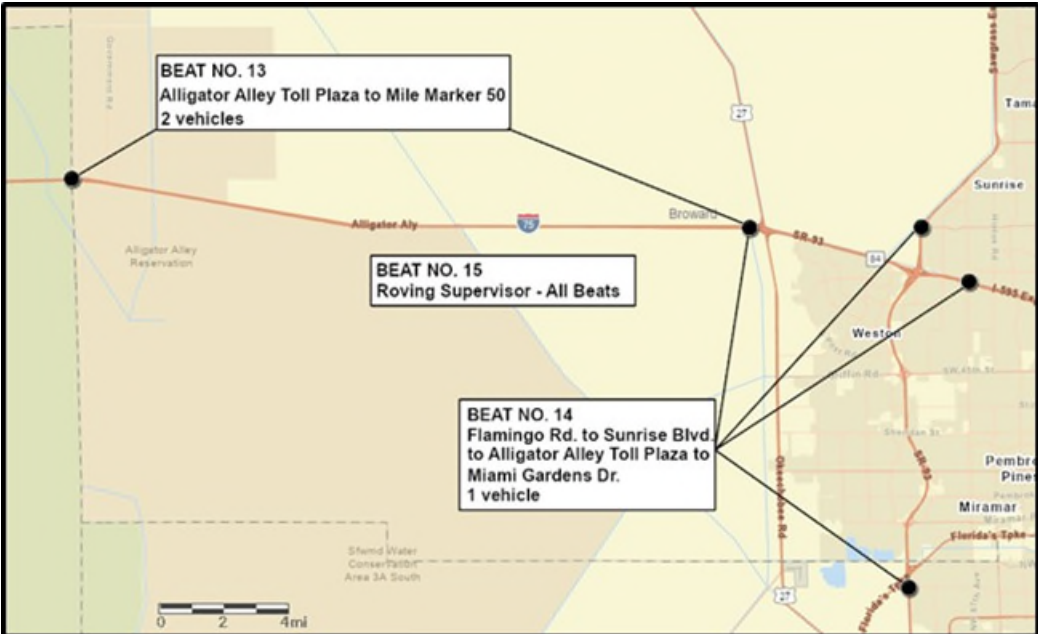
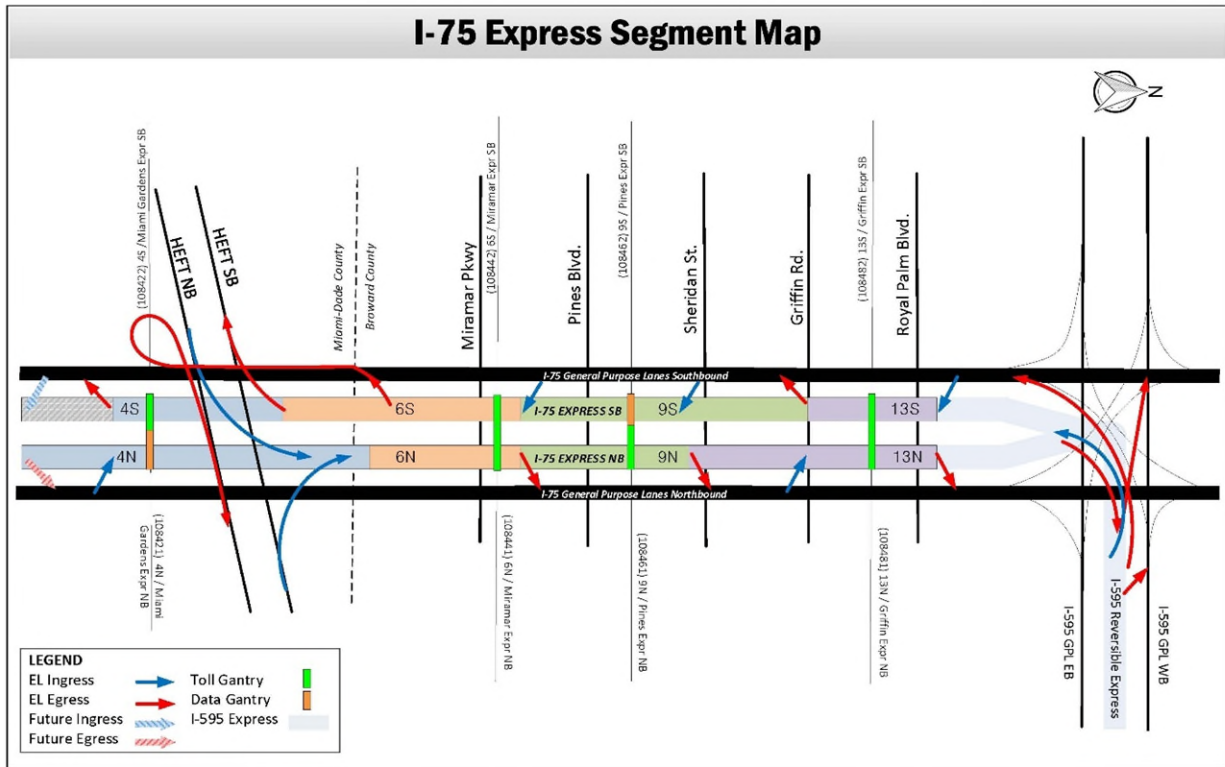


Figure A-4: I-75 Beats Schedule 2 Map



Palm Beach County Road Ranger Beats

The patrolling area shall cover the entire I-95 and I-95 Express corridors in Palm Beach County, including all on and off-ramps beginning at Hillsboro Boulevard in Broward County and extending to State Road 706 (Indiantown Road) in Palm Beach County and any areas within the district, as designated by the Department. Below is a description of the beat limits and hours of service.

SCHEDULE 1: MONDAY TO FRIDAY 6:00 am TO 10:00 pm		
Beat	Location	Vehicles
1	I-95: Hillsboro Boulevard to Atlantic Avenue	1
2	I-95 Express Lanes Palmetto Park Blvd to Congress Ave	1
3	I-95: Linton Boulevard to 6th Avenue	1
4	I-95: Lantana Road to 45th Street	1
5	I-95: Palm Beach Lakes Boulevard to PGA Boulevard	1
6	I-95: Northlake Boulevard to Indiantown Road	1
7	Roving Supervisor/All Beats	1

SCHEDULE 2: MONDAY TO FRIDAY 10:00 pm TO 6:00 am AND 24 HOURS A DAY ON WEEKENDS AND STATE HOLIDAYS		
Beat	Location	Vehicles
1	I-95: Hillsboro Boulevard to Boynton Beach Boulevard	1

2	I-95 Express Palmetto Park Blvd to Congress Avenue	1
3	I-95: Atlantic Avenue to Southern Boulevard	1
4	I-95: 10th Avenue to Indiantown Road	1
5	Roving Supervisor/All Beats	1

Palm Beach County Beat Maps

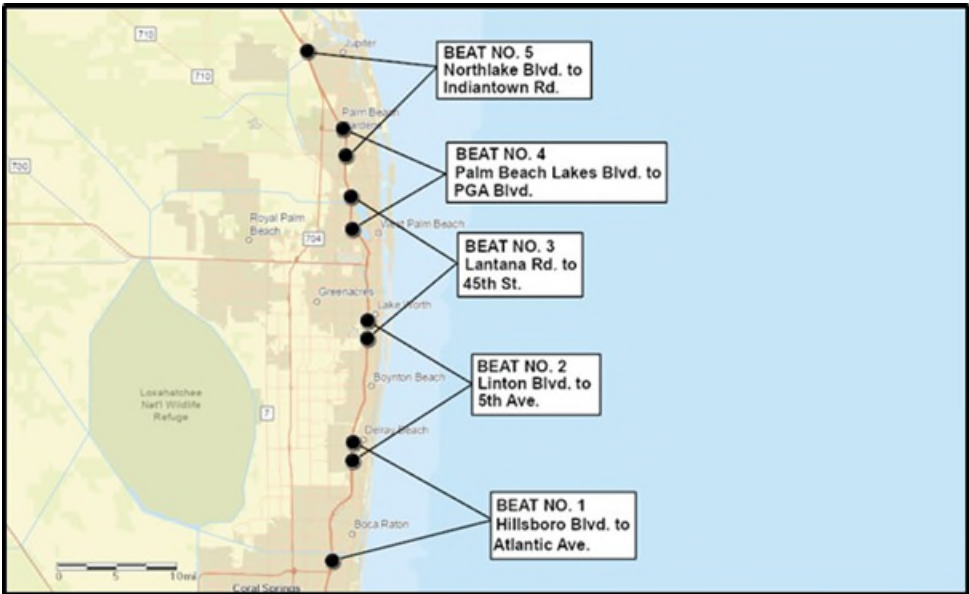


Figure A-5: Palm Beach Beats Schedule 1 Map

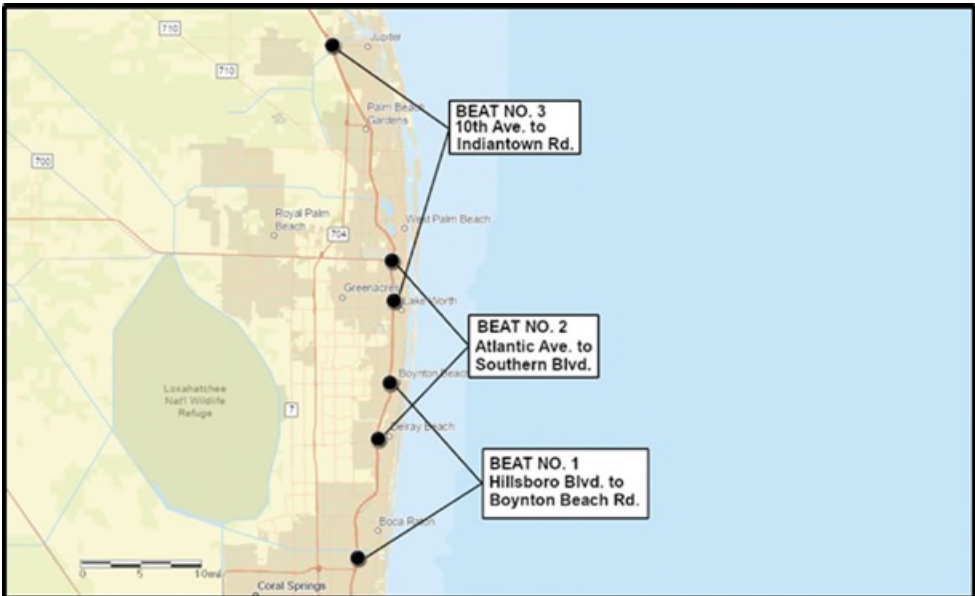
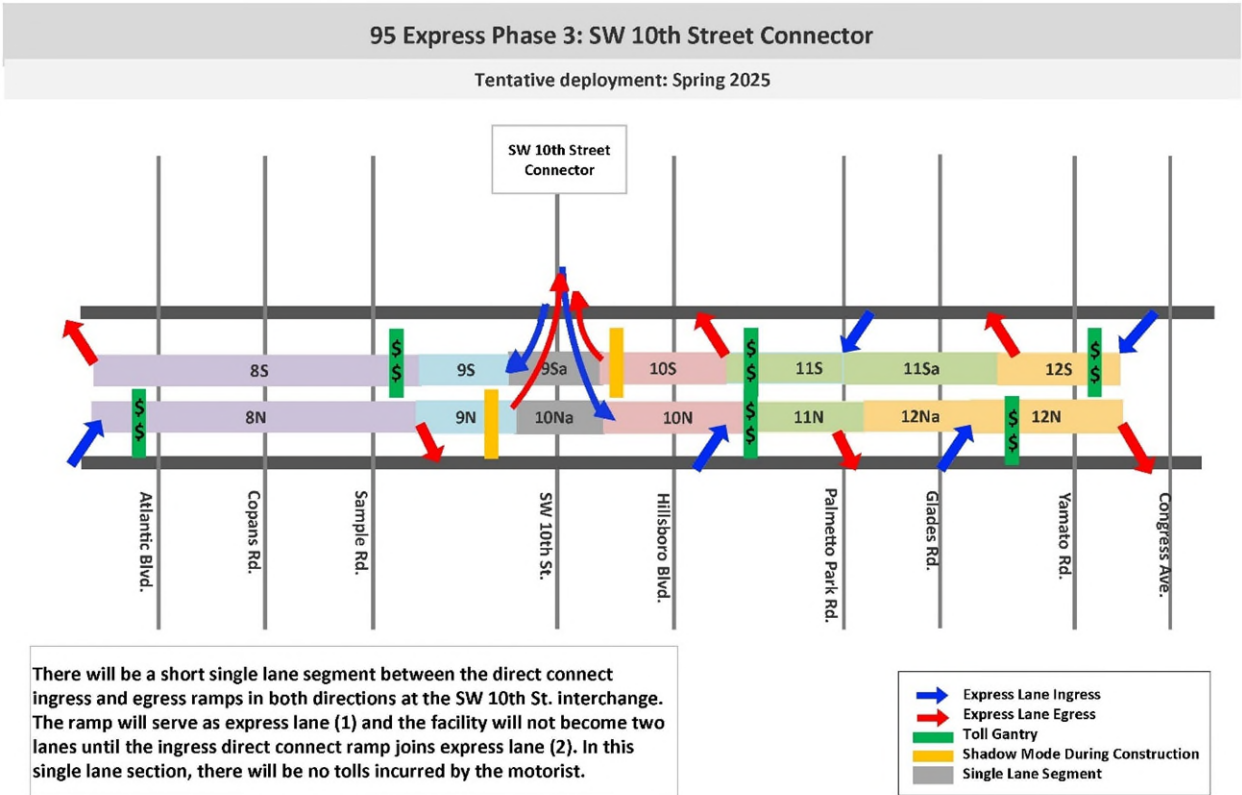


Figure A-6: Palm Beach Beats Schedule 2 Map



Standard Operating Procedures | Section 5 – RRSP OPERATIONS

Treasure Coast Road Ranger Beats

The patrolling area shall cover the entire I-95 corridor in Martin, Saint Lucie, and Indian River Counties, including all on and off-ramps beginning at Indiantown Road in Palm Beach County and extending to Fellsmere Road in Indian River County and any areas within the district, as designated by the Department. Below is a description of the beat limits and hours of service.

SCHEDULE 1: MONDAY TO FRIDAY 6:00 am TO 10:00 pm		
Beat	Location	Vehicles
1	I-95: Exit 87 - Exit 96 Palm Beach & Martin Counties	1
2	I-95: Exit 96 - Exit 110 Martin County	1
3	I-95: Exit 110 - Exit 118 Martin & St. Lucie Counties	1
4	I-95: Exit 118 - Exit 126 St. Lucie County	1
5	I-95: Exit 126 - Exit 138 St. Lucie County	1
6	I-95: Exit 138 - Exit 147 St. Lucie & Indian River County	1
7	I-95: Exit 147 - Exit 160 Indian River County	1
8	Roving Supervisor/All Beats	1

SCHEDULE 2: MONDAY TO FRIDAY 10:00 pm TO 6:00 am AND 24 HOURS A DAY ON WEEKENDS AND STATE HOLIDAYS		
Beat	Location	Vehicles
9	I-95: Exit 87 - Exit 110 Palm Beach & Martin Counties	1
10	I-95: Exit 110 - Exit 129 Martin & St. Lucie Counties	1
11	I-95: Exit 129 - Exit 147 St. Lucie & Indian River Counties	1
12	I-95: Exit 147 - Exit 160 Indian River County	1
13	Roving Supervisor/All Beats	1

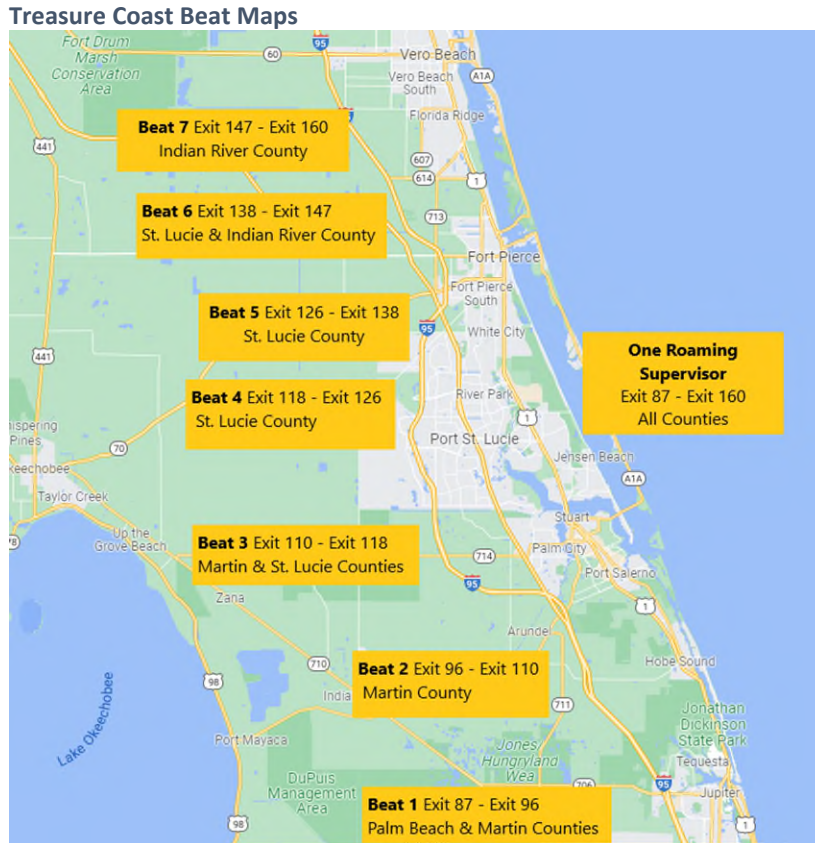


Figure A-7: Treasure Coast Beats Schedule 1 Map

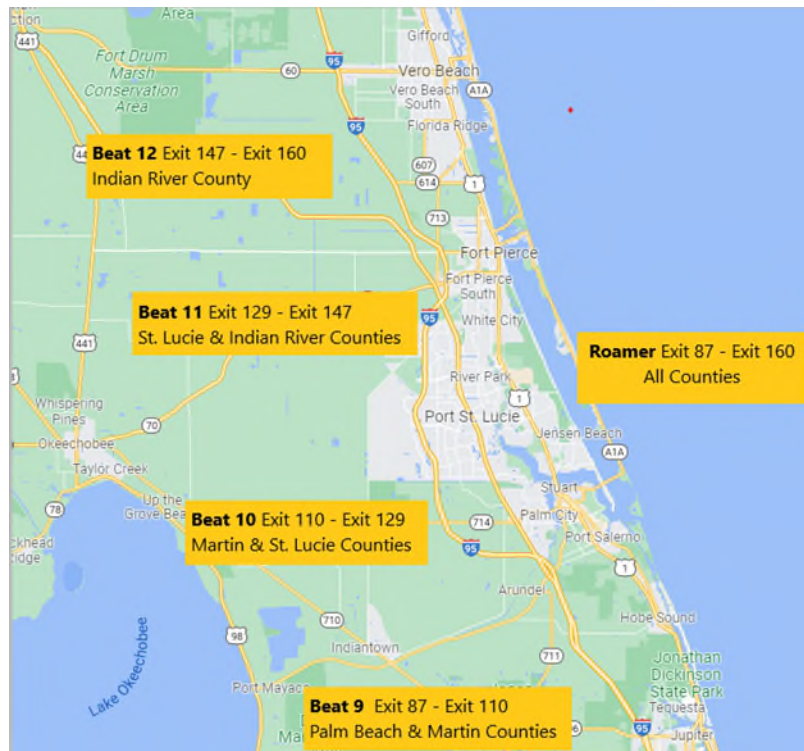


Figure A-8: Treasure Coast Beats Schedule 2 Map

Appendix B: Customer Comment Card

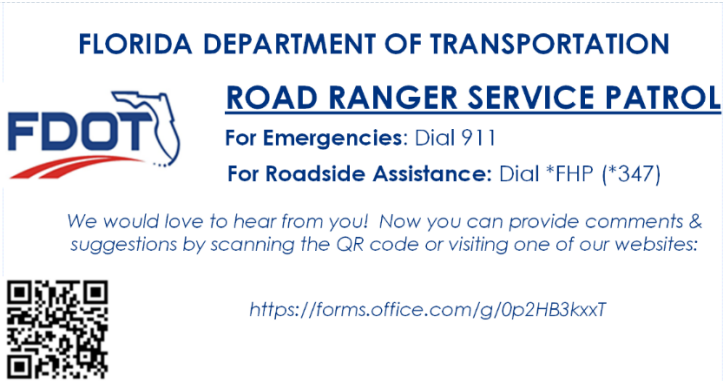


Figure B-1: Customer Comment Card – English



Figure B-2: Customer Comment Card – Spanish

Appendix C: Road Ranger Inspection Report

RR Vehicle

RR Driver

RR Password

Location

Comment

Save

Cancel

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 Stroke Light	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cellular 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"/>
Sunglaze 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 Road/White Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rear Road/White Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vehicle Tools/Accessories/Parts	Yes	No	N/A
Deisel - 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 Shovel - 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"/>
Log 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 oz - 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"/>
Bar 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"/>
S & B Hammer	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubber Mallet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 yds Elec Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 yds Duct Tape	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tire Pressure Gauge	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 & 180 Muck Wipe	<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"/>
Alone	<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"/>
Veel (clean)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure C-12: Computerized Road Ranger Inspection Report

Appendix D: NATO Phonetic Alphabet, Signal and Ten Codes

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Table D-1: NATO Phonetic Alphabet

Code	Description
3	Hit and Run
4	Vehicle Crash
7	Fatality
16	Obstruction/Debris
23	Pedestrian
76	Disabled Vehicle

Table D-2: Signal Codes

Code	Description	Code	Description
10-4	Copy Transmission	10-48	Did You Receive?
10-9	Repeat	10-51	Enroute
10-10	Break	10-55	Negative
10-19	Go to Base	10-66	Cancel
10-20	Location	10-70	Need Wrecker
10-23	Standby	10-76	Disabled Vehicle
10-33	Emergency	10-97	On-Scene
10-45	Call by Phone	10-98	Cleared

Table D-3: Ten Codes

Appendix E: Emergency Stopping Sites (ESS)

Broward County

IVES DAIRY RD. – EXIT 16	OAKLAND PARK BLVD. – EXIT 31
95 SB: ESS on R, No sign, Sufficient shoulder on R	95 SB: No ESS, Sufficient shoulder on L & R
HALLANDALE BCH. BLVD. – EXIT 18	OAKLAND PARK BLVD. EAST – EXIT 31A
95 NB: ESS on R, No sign, Sufficient shoulder on L & R	95 NB: No ESS, Sufficient shoulder on R
95 SB: No ESS, No shoulders	OAKLAND PARK BLVD. WEST – EXIT 31B
PEMBROKE RD. – EXIT 19	95 NB: No ESS, Sufficient shoulder on R
95 NB: ESS on L, Sufficient shoulder on L	COMMERCIAL BLVD. – EXIT 32
95 SB: ESS on L, Sufficient shoulder on L	95 NB: No ESS, Sufficient shoulder on R
HOLLYWOOD BLVD. – EXIT 20	95 SB: No ESS, Sufficient shoulder on R
95 NB: ESS on R, Sufficient shoulder on R	CYPRESS CREEK RD. – EXIT 33
95 SB: No ESS, Sufficient shoulder on R & Narrow Shoulder on L	95 SB: ESS on R, Sufficient shoulder on R
SHERIDAN ST. – EXIT 21	CYPRESS CREEK RD. EAST – EXIT 33A
95 NB: No ESS, Sufficient Shoulder on R & Narrow Shoulder on L	95 NB: ESS on R, Sufficient shoulder on R
95 SB: No ESS, Sufficient Shoulder on R	CYPRESS CREEK RD. WEST – EXIT 33B
STIRLING RD. – EXIT 22	95 NB: No ESS, Sufficient shoulder on R
95 NB: No ESS, Sufficient shoulder on L	ATLANTIC BLVD. – EXIT 36
95 SB: No ESS, No shoulders	95 NB: ESS on R, Sufficient shoulder on R
GRIFFIN RD. – EXIT 23	ATLANTIC BLVD. EAST – EXIT 36A
95 NB: No ESS, Sufficient shoulder on R	95 SB: No ESS, Sufficient shoulder on R
95 SB: No ESS, Sufficient shoulder on L & R	ATLANTIC BLVD. WEST – EXIT 36B
STATE ROAD 84 – EXIT 25	95 SB: ESS on R, Sufficient shoulder on L & R
95 NB: No ESS, Sufficient shoulder on R	COPANS RD. – EXIT 38
STATE ROAD 84 EAST – EXIT 25	95 NB: No ESS, Sufficient shoulder on R
95 SB: No ESS, Sufficient shoulder on L	95 SB: ESS on R, Sufficient shoulder on R
STATE ROAD 84 WEST – EXIT 25	SAMPLE RD. – EXIT 39
95 SB: No ESS, Sufficient shoulder on L	95 NB: ESS on R, Sufficient shoulder on R
DAVIE BLVD. – EXIT 26	95 SB: ESS on R, Sufficient shoulder on R
95 NB: No ESS, Sufficient shoulder on L & R	SW 10 TH ST. - EXIT 41
95 SB: No ESS, Sufficient shoulder on R	95 NB: No ESS, Sufficient shoulder on R
BROWARD BLVD. – EXIT 27	95 SB: No ESS, Sufficient shoulder on R
95 NB: No ESS, Narrow shoulder on R	HILLSBORO BLVD. EAST – EXIT 42A
95 SB: ESS on R, Sufficient shoulder on R	95 NB: No ESS, Sufficient shoulder on R
SUNRISE BLVD. – EXIT 29	HILLSBORO BLVD. WEST – EXIT 42B
95 SB: ESS on R, Sufficient shoulder on R	95 NB: No ESS, Sufficient shoulder on L
SUNRISE BLVD. EAST. – EXIT 29A	95 SB: ESS on R, Sufficient shoulder on R
95 NB: ESS on R, Sufficient shoulder on R	
SUNRISE BLVD. WEST– EXIT 29B	
95 NB: No ESS, Sufficient shoulder on R	

Palm Beach County

PALMETTO PARK RD. – EXIT 44

95 NB: No ESS, Sufficient shoulder on L & R

95 SB: No ESS, Sufficient shoulder on R

GLADES RD. – EXIT 45

95 NB: ESS on R, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

YAMATO RD. – EXIT 48

95 SB: ESS on R, No shoulders

YAMATO RD. EAST – EXIT 48A

95 NB: No ESS, No shoulders

YAMATO RD. WEST – EXIT 48B (SB to NB turnaround @ Glades)

95 NB: No ESS, No shoulders

CONGRESS AVE. – EXIT 50

95 NB: No ESS, Narrow shoulder on L & R

95 SB: No ESS, Narrow shoulder on R

LINTON BLVD. – EXIT 51

95 NB: No ESS, Sufficient shoulder on R

95 SB: ESS on R, Sufficient shoulder on R

ATLANTIC AVE. – EXIT 52

95 NB: ESS on R, Sufficient shoulder on R

95 SB: ESS on R, Sufficient shoulder on R

WOOLBRIGHT RD. – EXIT 56

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Narrow shoulder on R

BOYNTON BCH. BLVD. – EXIT 57

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on L & R

GATEWAY BLVD. – EXIT 59

95 NB: No ESS, Narrow shoulder on L

95 SB: No ESS, Sufficient shoulder on L & R

HYPOLUXO RD. – EXIT 60

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on L

LANTANA RD. – EXIT 61

95 NB: No ESS, No shoulders

95 SB: No ESS, Sufficient shoulder on L & R

6 AVENUE SOUTH– EXIT 63

95 NB: No ESS, No shoulders (SB to NB turnaround @ Belvedere)

95 SB: No ESS, No shoulders

10 AVENUE NORTH– EXIT 64

95 NB: No ESS, Narrow shoulder on L & R

95 SB: No ESS, Sufficient shoulder on L & R

FOREST HILL BLVD. – EXIT 66

95 NB: No ESS, Narrow shoulder on R

95 SB: No ESS, Sufficient shoulder on R

SOUTHERN BLVD. – EXIT 68

95 NB: No ESS, Narrow shoulder on L & Sufficient Shoulder on R

95 SB: No ESS, Sufficient shoulder on R

BELVEDERE RD. - EAST – EXIT 69

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, No shoulders

OKEECHOBEE BLVD. – EXIT 70 (SB to NB turnaround @ Belvedere)

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

PALM BEACH LAKES BLVD. – EXIT 71(SB to NB turnaround @ Belvedere)

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

45TH STREET – EXIT 74 (NB to SB turnaround @ Blue Heron)

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

BLUE HERON BLVD. – EXIT 76

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

NORTHLAKE BLVD. – EXIT 77

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

PGA BLVD. EAST – EXIT 79A

95 NB: No ESS, Sufficient shoulder on R

PGA BLVD. WEST – EXIT 79B

95 NB: No ESS, No shoulders

PGA BLVD. – EXIT 79AB

95 SB: No ESS, Sufficient shoulder on R

MILITARY TRAIL – EXIT 79C

95 SB: No ESS, No shoulders

DONALD ROSS RD. – EXIT 83

95 NB: No ESS, No shoulders

95 SB: No ESS, Sufficient shoulder on R

INDIANTOWN RD. – EXIT 87A

95 NB: No ESS, No shoulders

Appendix F: Sample Maintenance of Traffic (MOT) Diagrams

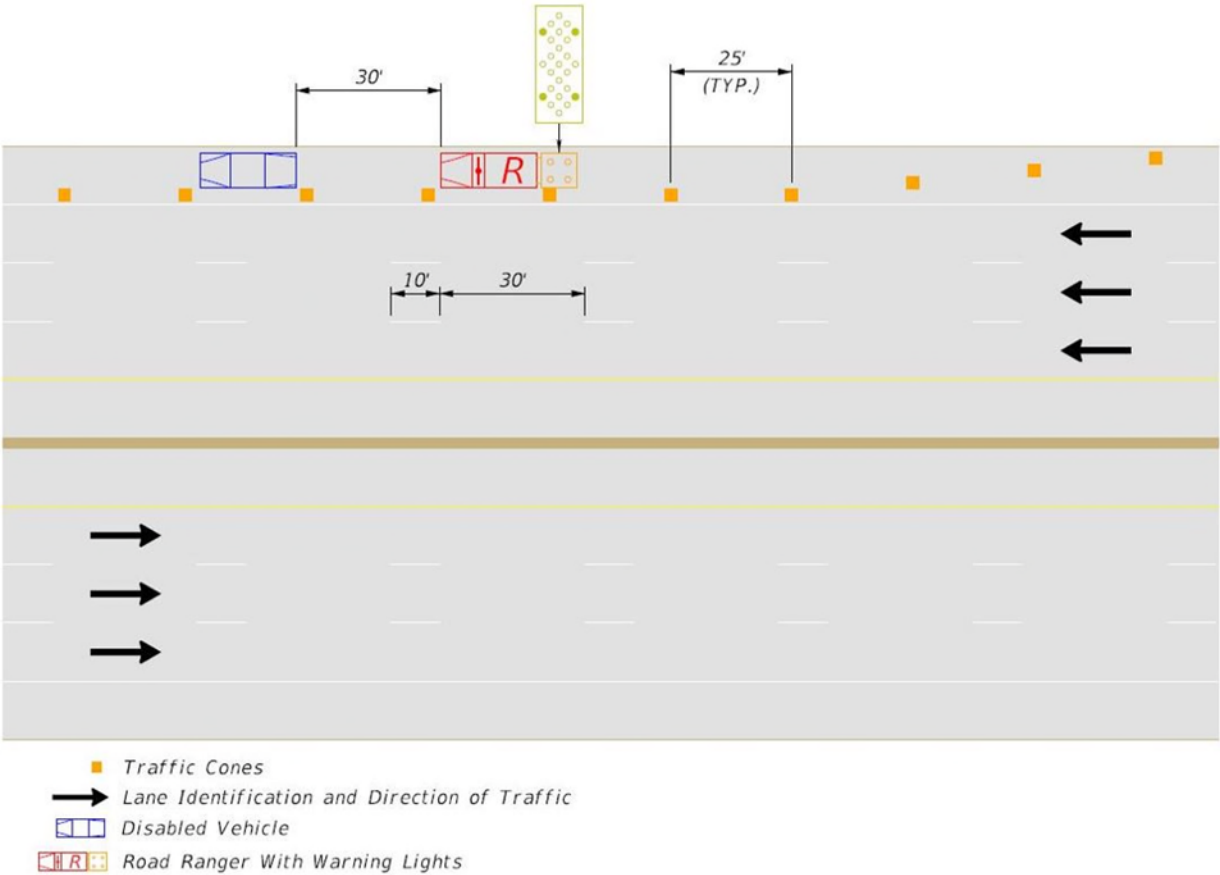


Figure F-1: Shoulder MOT Set-Up

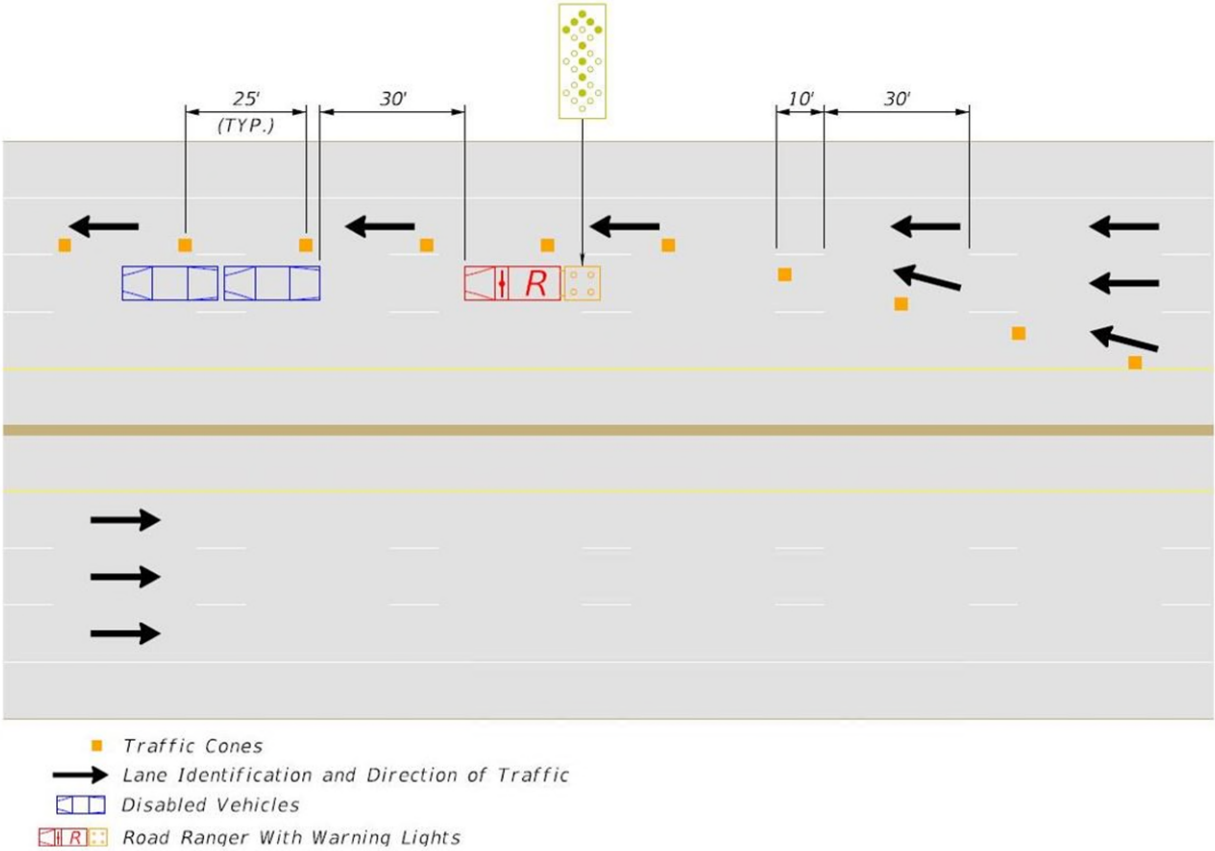


Figure F-2: Upon Arrival - Road Ranger #1 MOT

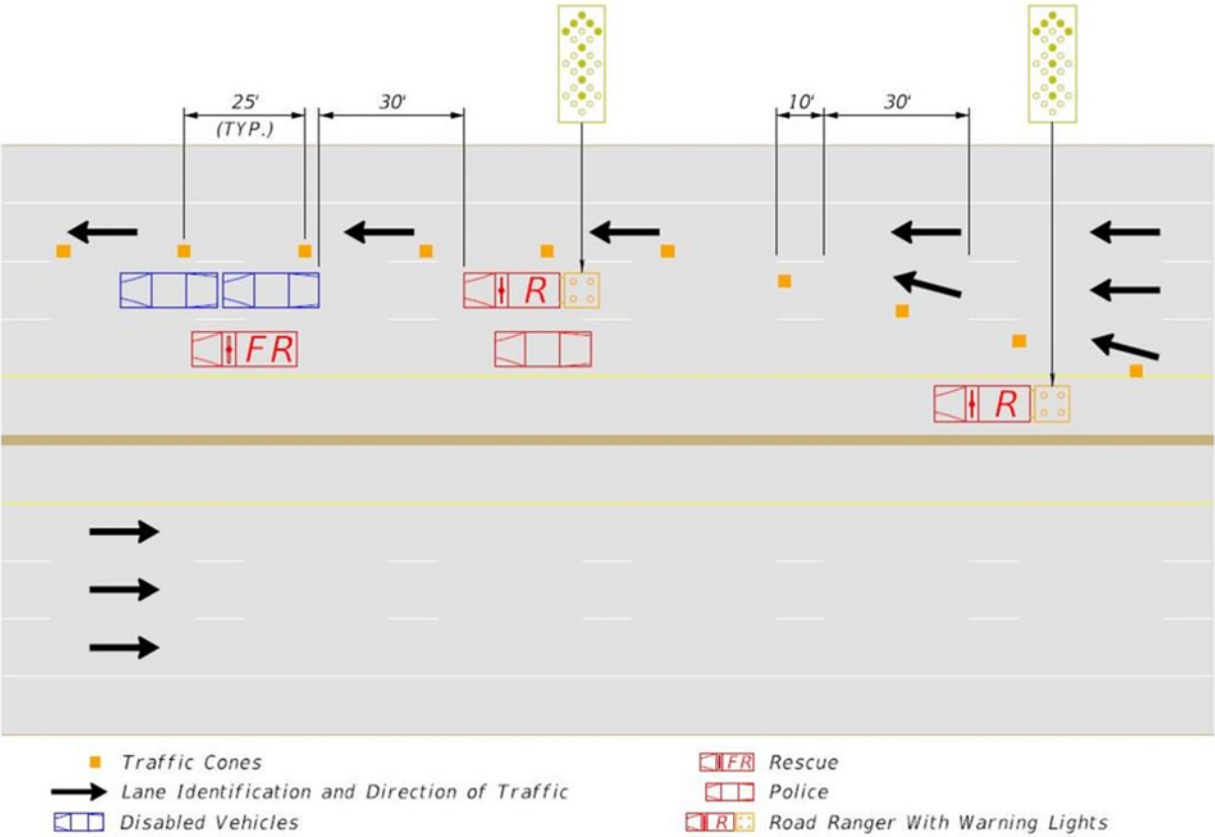


Figure F-3: Upon Arrival - Road Ranger #2 Assist with MOT

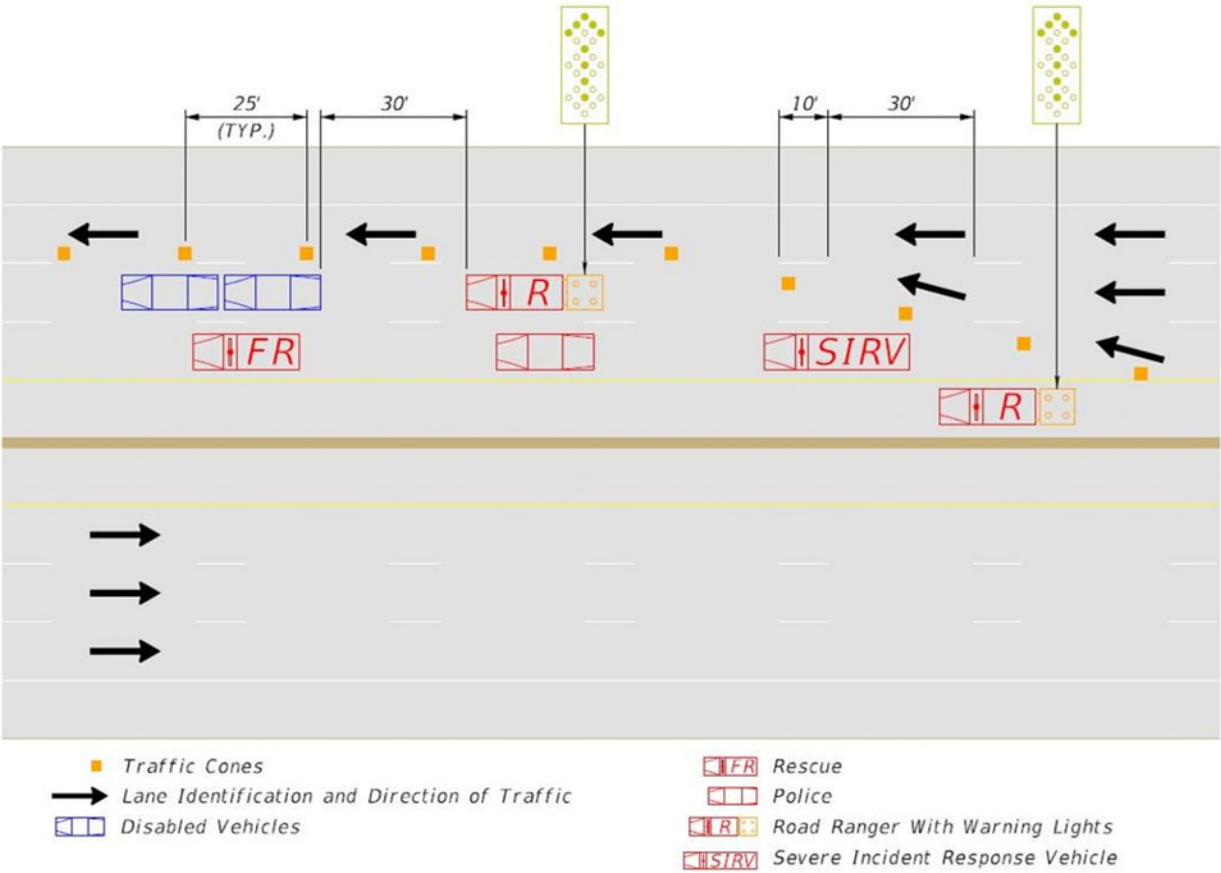


Figure F-4: SIRV Arrival - Upgrade MOT

Appendix G: Sample MOT Express Lanes Diagrams

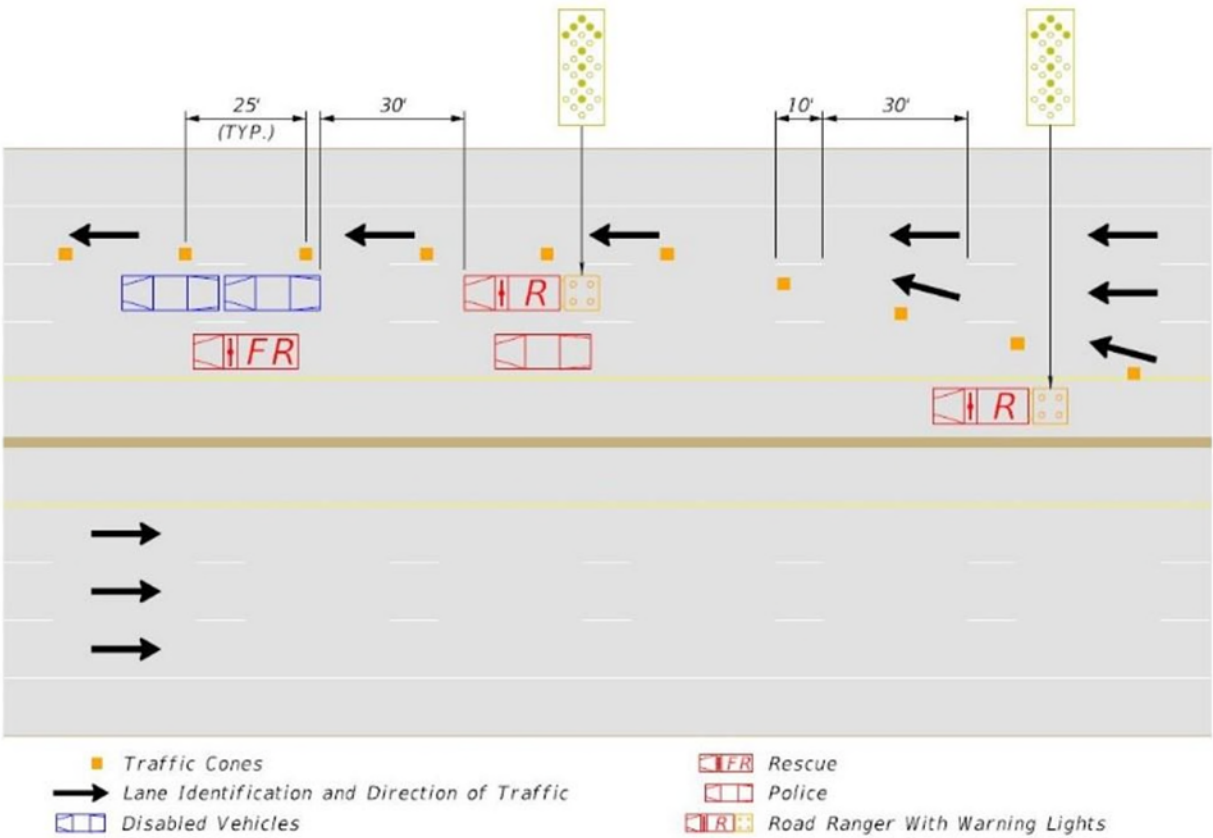


Figure G-1: Right Lane MOT Set-Up - Express Lanes

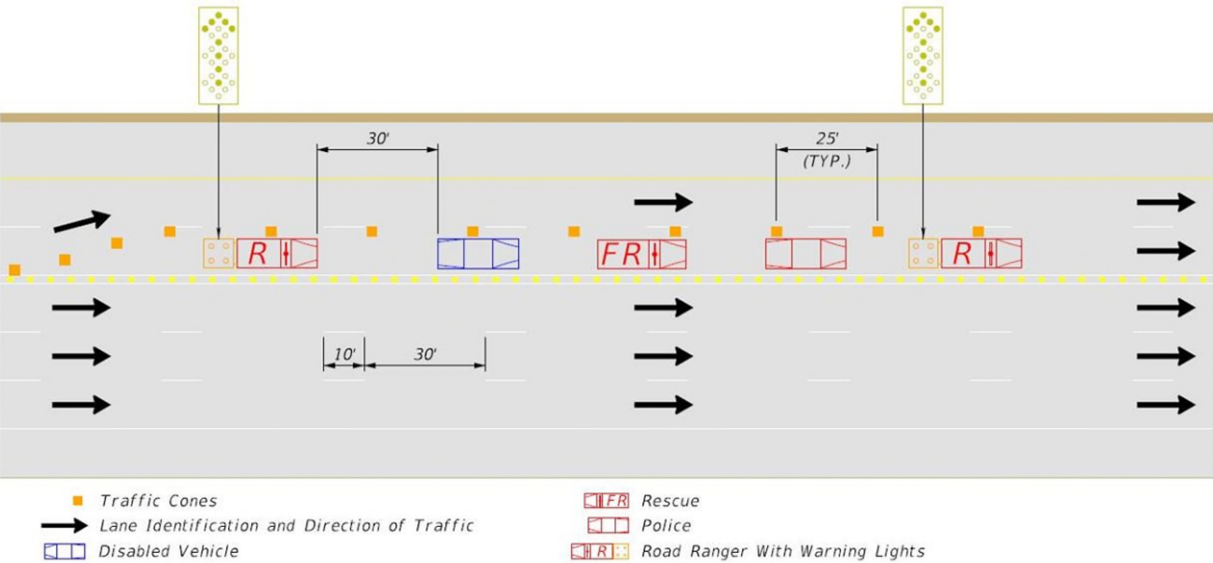


Figure G-2: Left Lane MOT Set-Up - Express Lanes

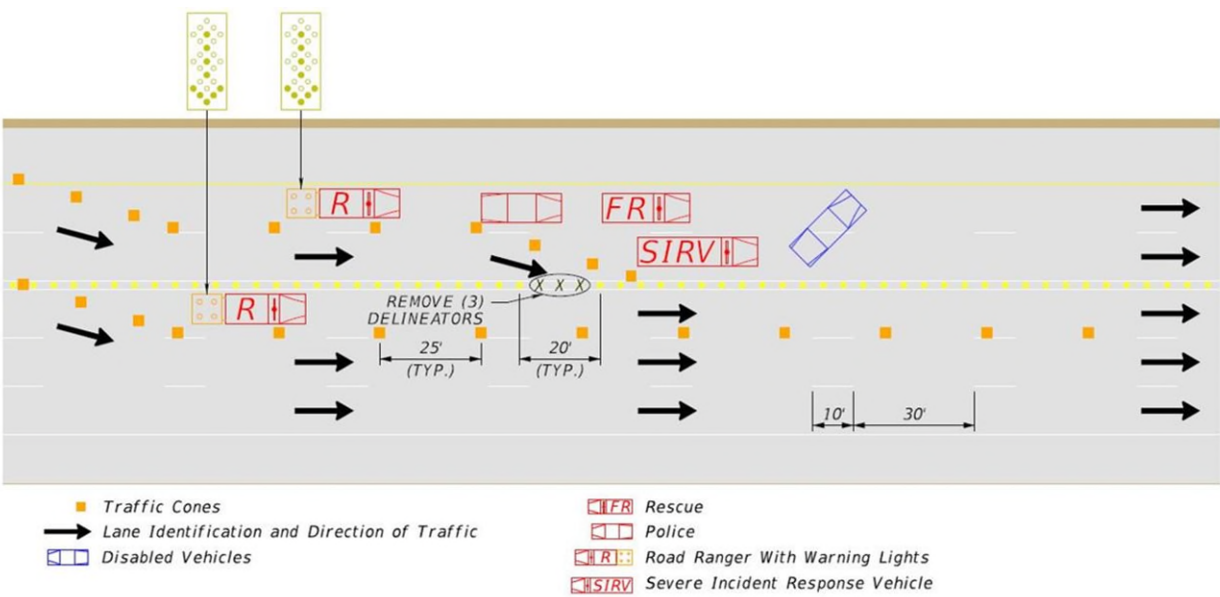


Figure G-3: Complex MOT Set-Up for Redirection - Out of Express Lanes to General Purpose Lanes

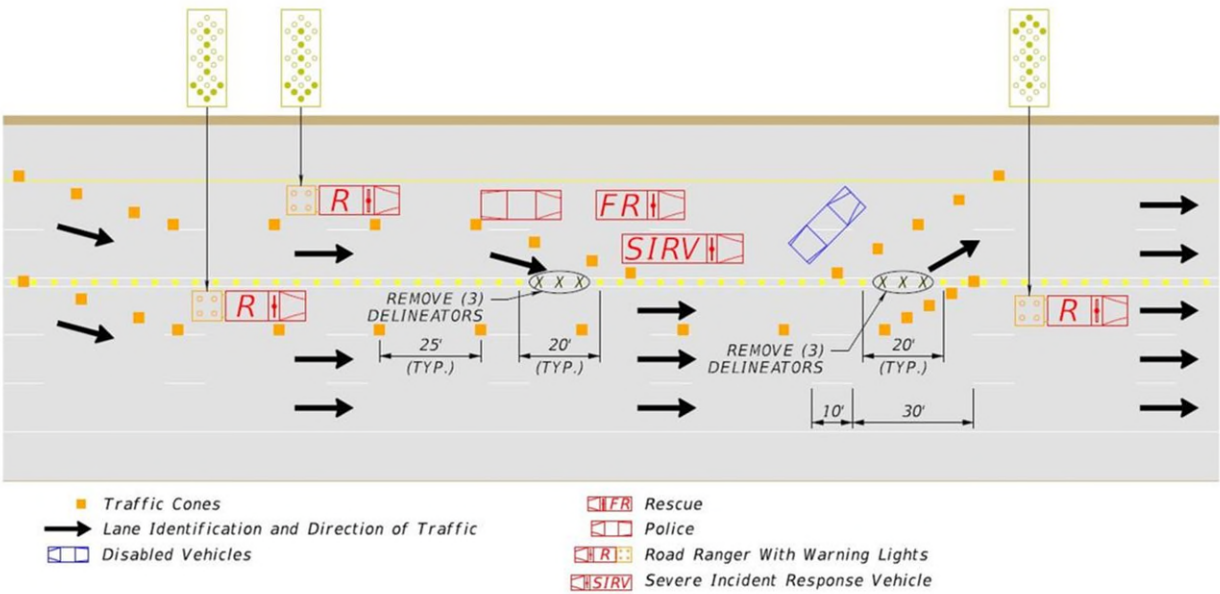


Figure G-4: Complex MOT Set-Up for Redirection - Out of Express Lanes and Back into Express Lanes

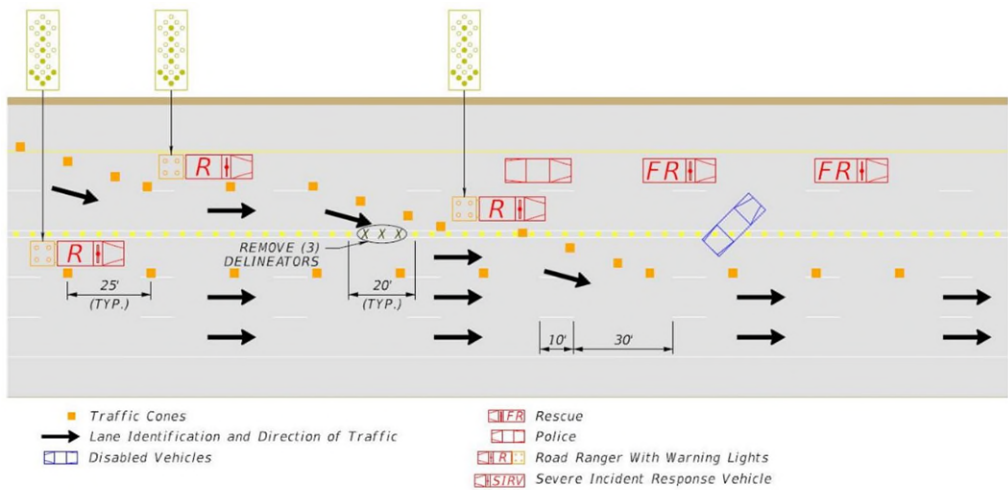


Figure G-5: 95 Express Lanes and General-Purpose Rollover Crash Redirection

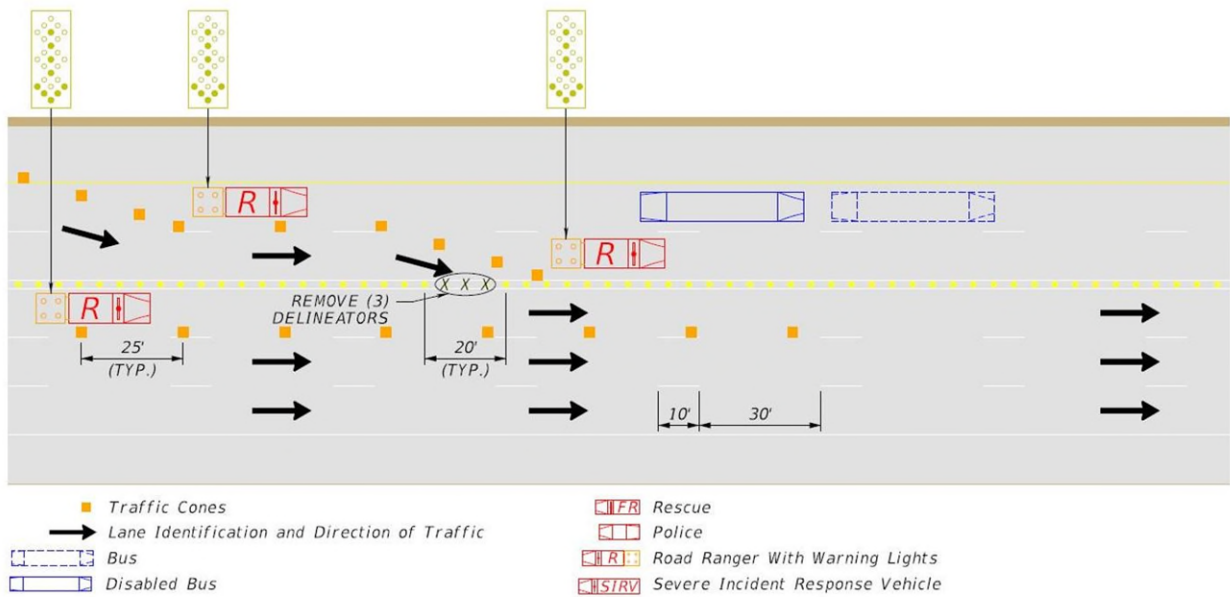


Figure G-6: 95 Express Lanes Disabled Bus Redirection #1

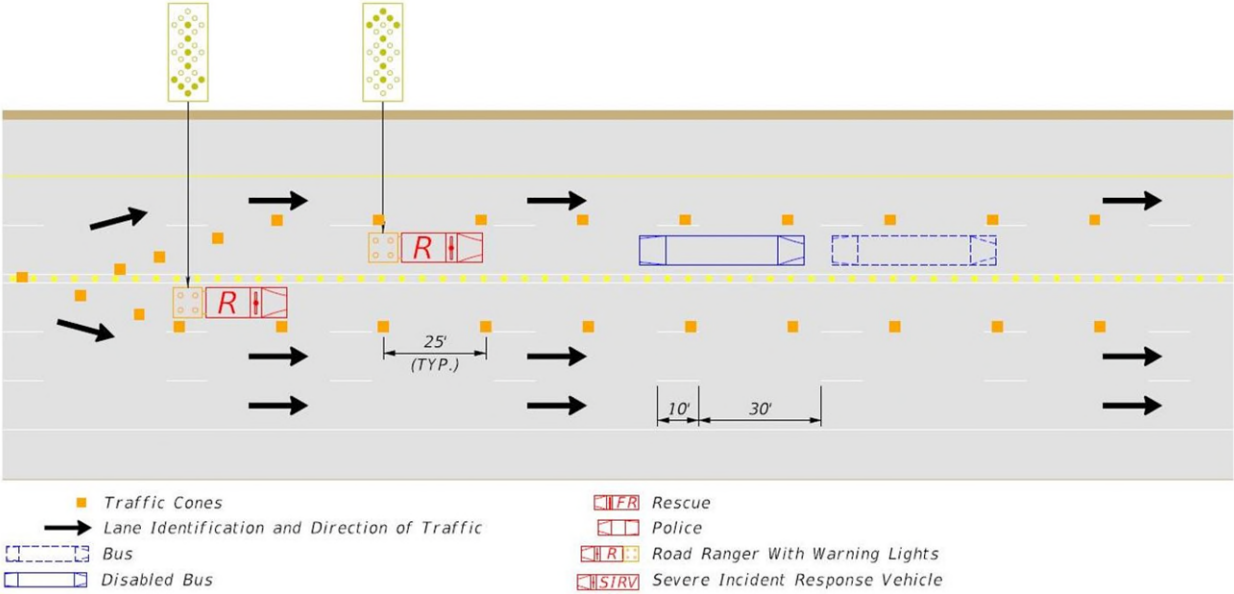


Figure G-7: 95 Express Lanes Disabled Bus Redirection #2

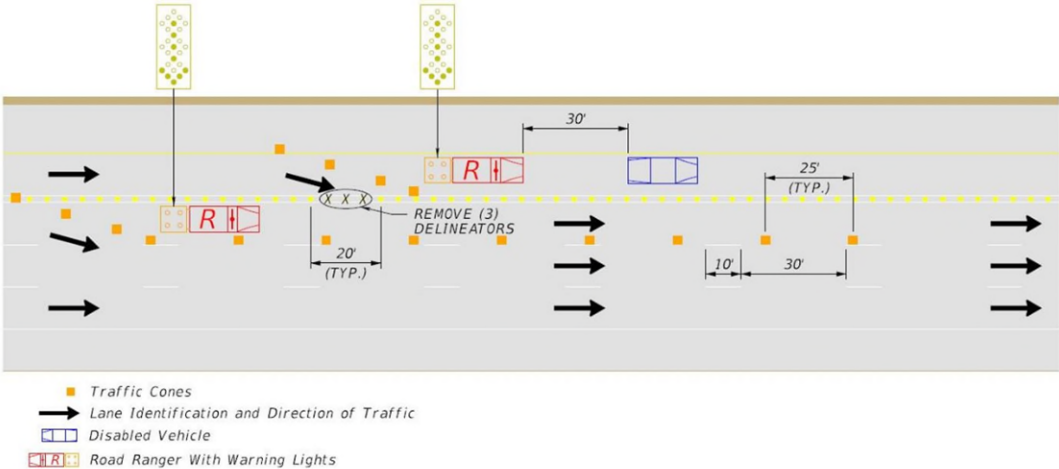


Figure G-8: 95 Express Lanes Disabled Vehicle Redirection (Single Lane)

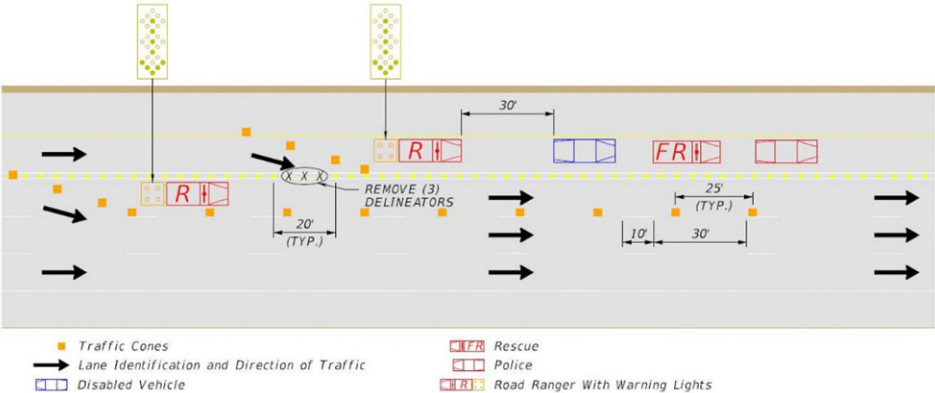


Figure G-9: 95 Express Lanes Crash Redirection (Single Lane)

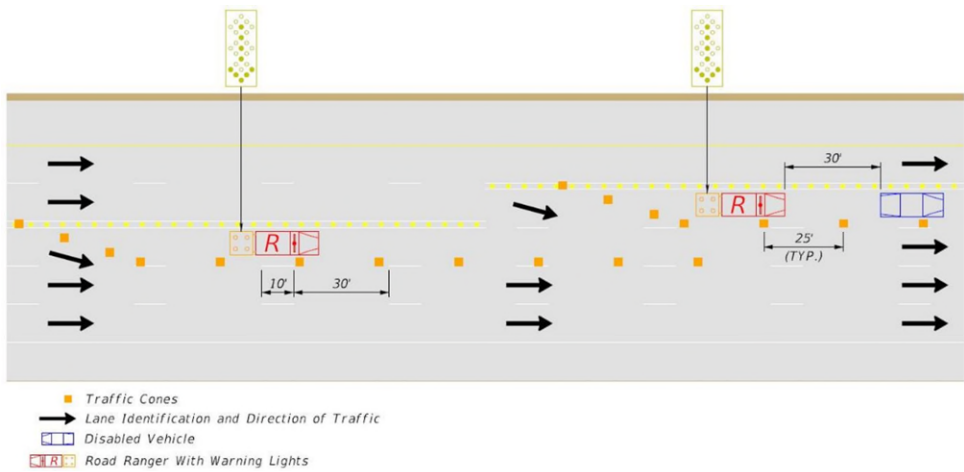


Figure G-10: 95 Express Vehicle Blocking Beyond Egress (Exit) Point

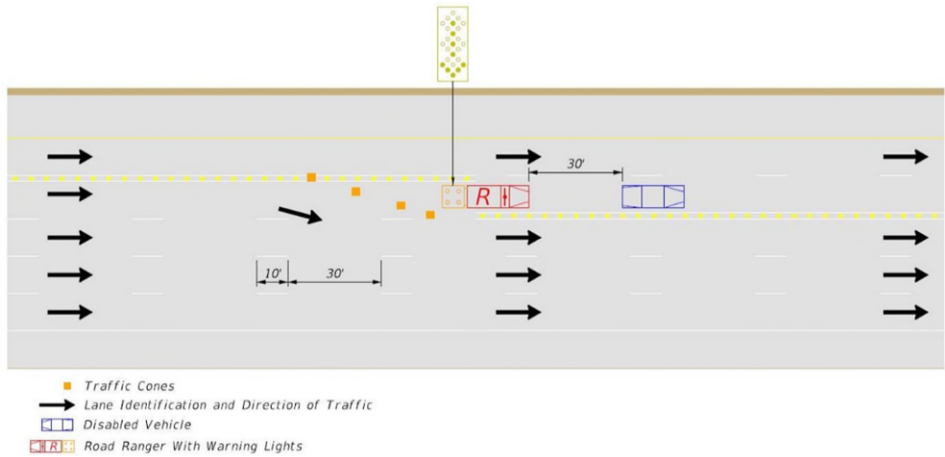


Figure G-11: 95 Express Vehicle Blocking an Ingress (Entrance) Point

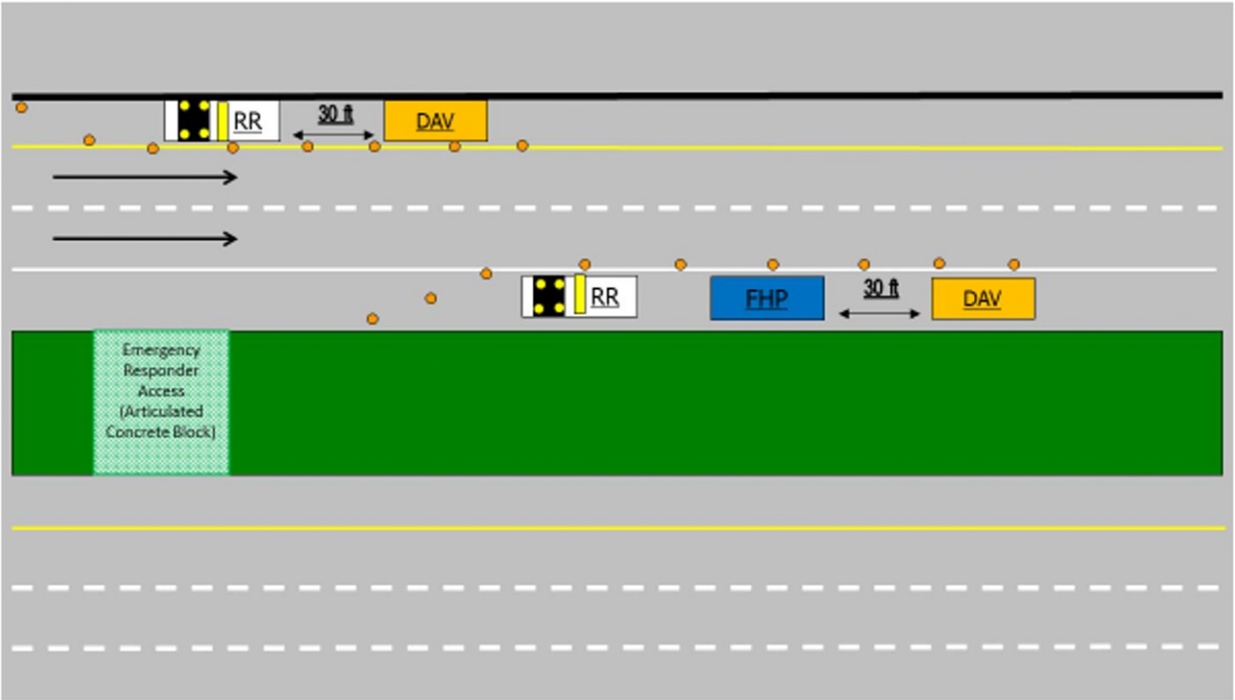


Figure G-12: 75 Express Lanes Disabled Vehicles

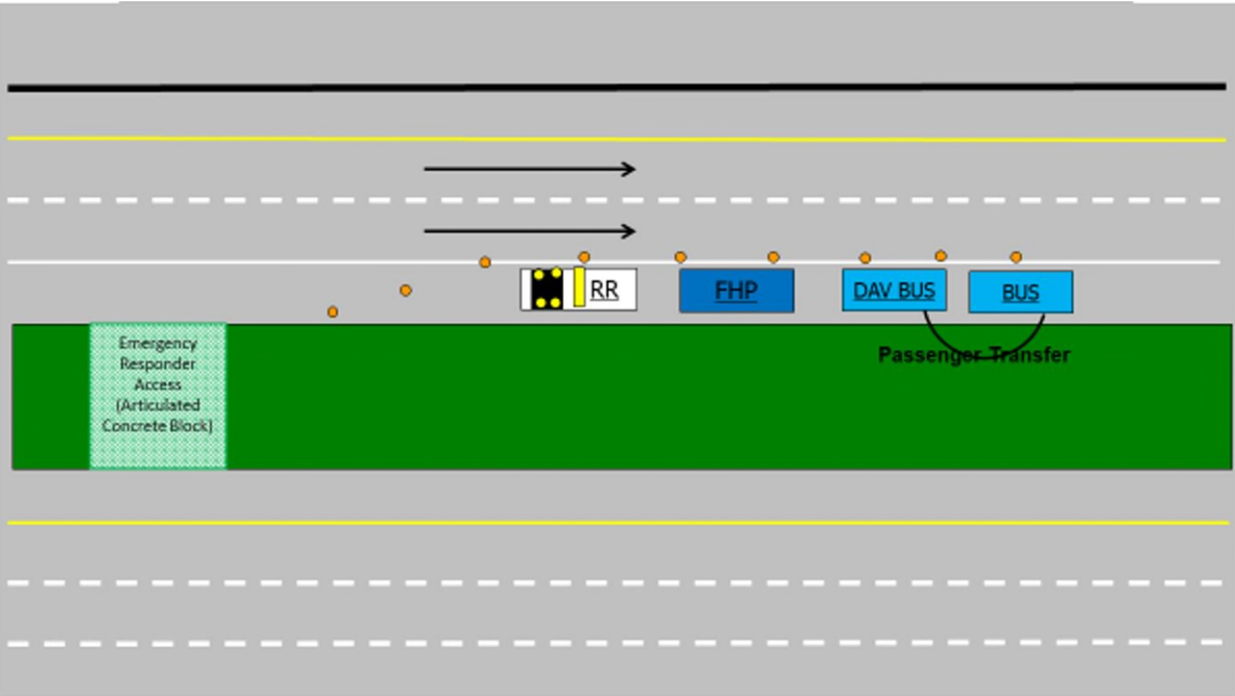


Figure G-13: 75 Express Lanes Disabled Bus (Right Shoulder)

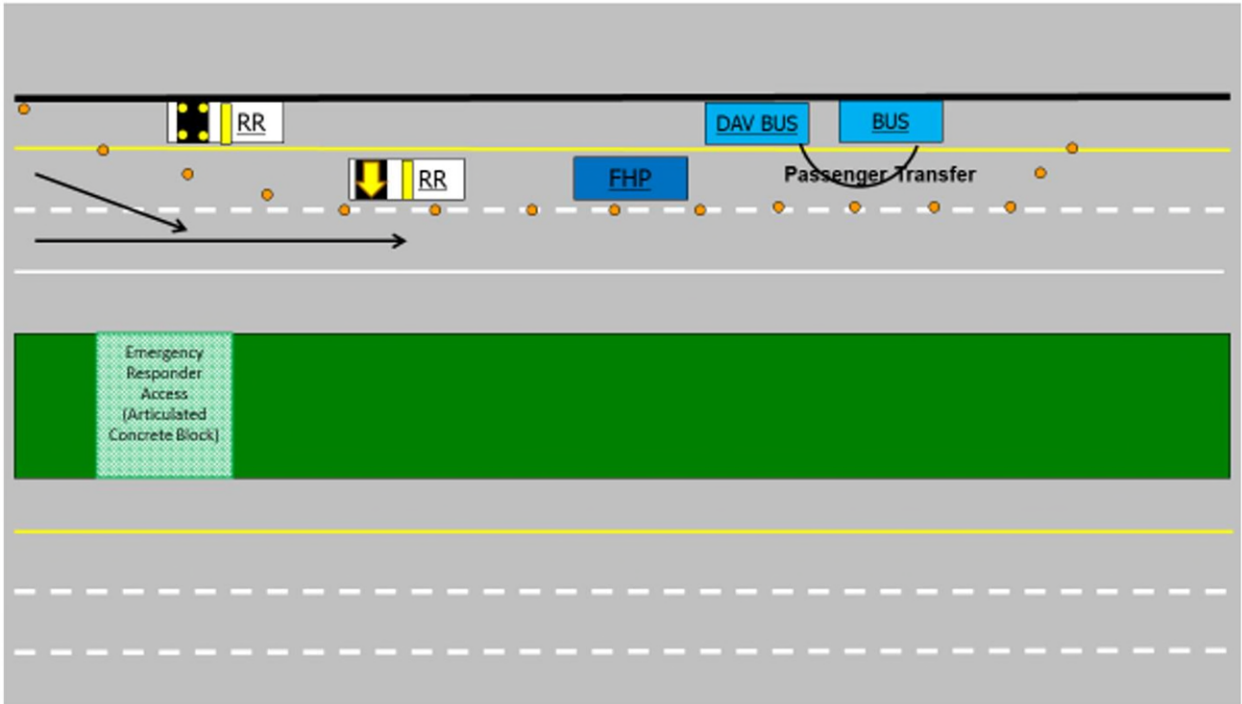


Figure G-14: 75 Express Lanes Disabled Bus (Left Shoulder)

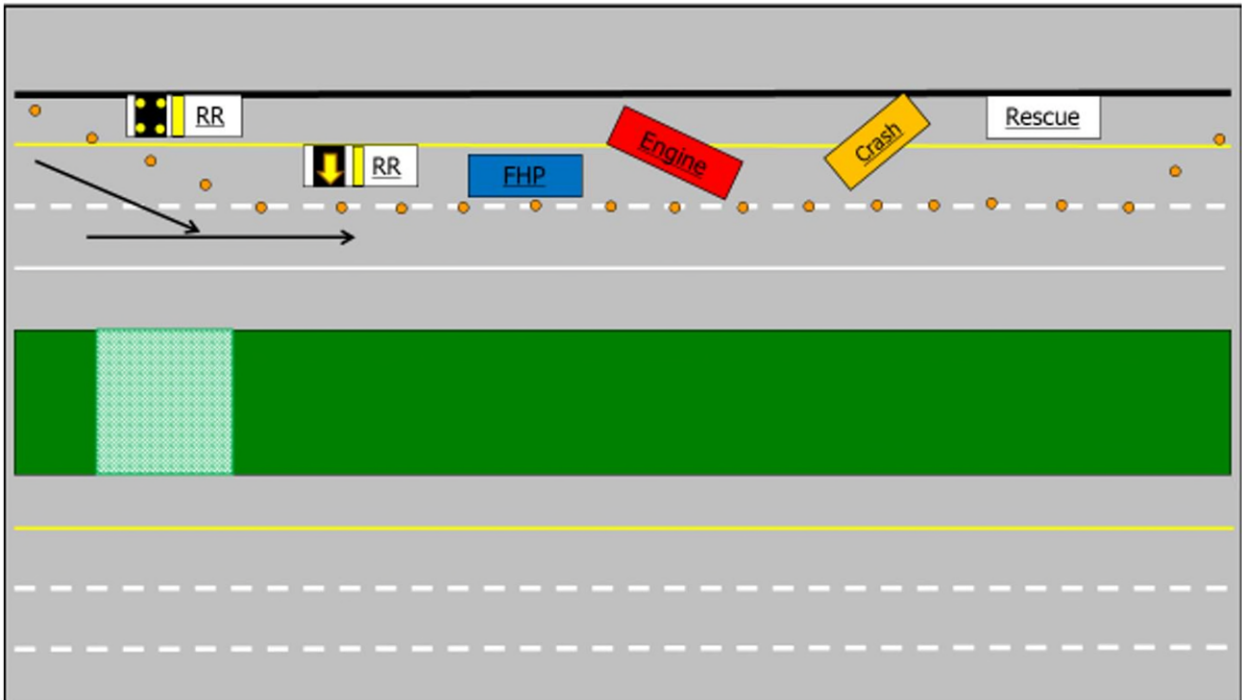


Figure G-15: 75 Express Lanes Crash Redirection

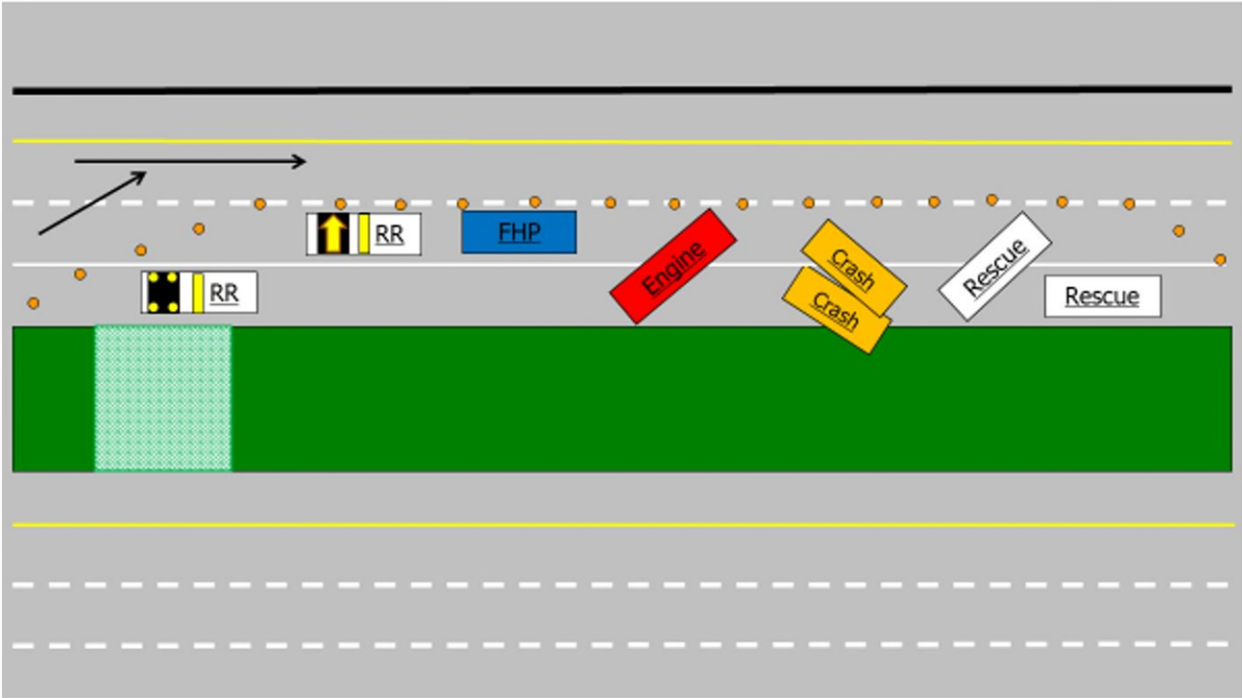


Figure G-16: 75 Express Lanes Crash Redirection

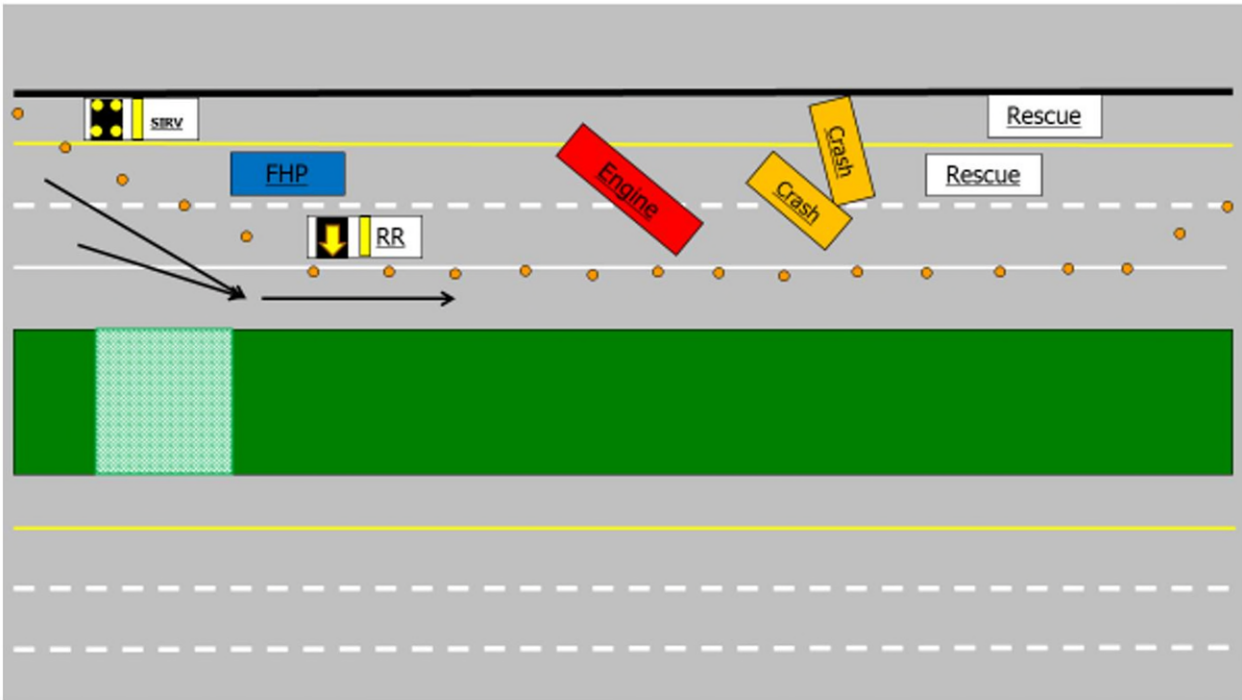


Figure G-17: 75 Express Lanes Traffic Crash Redirection - Shoulder

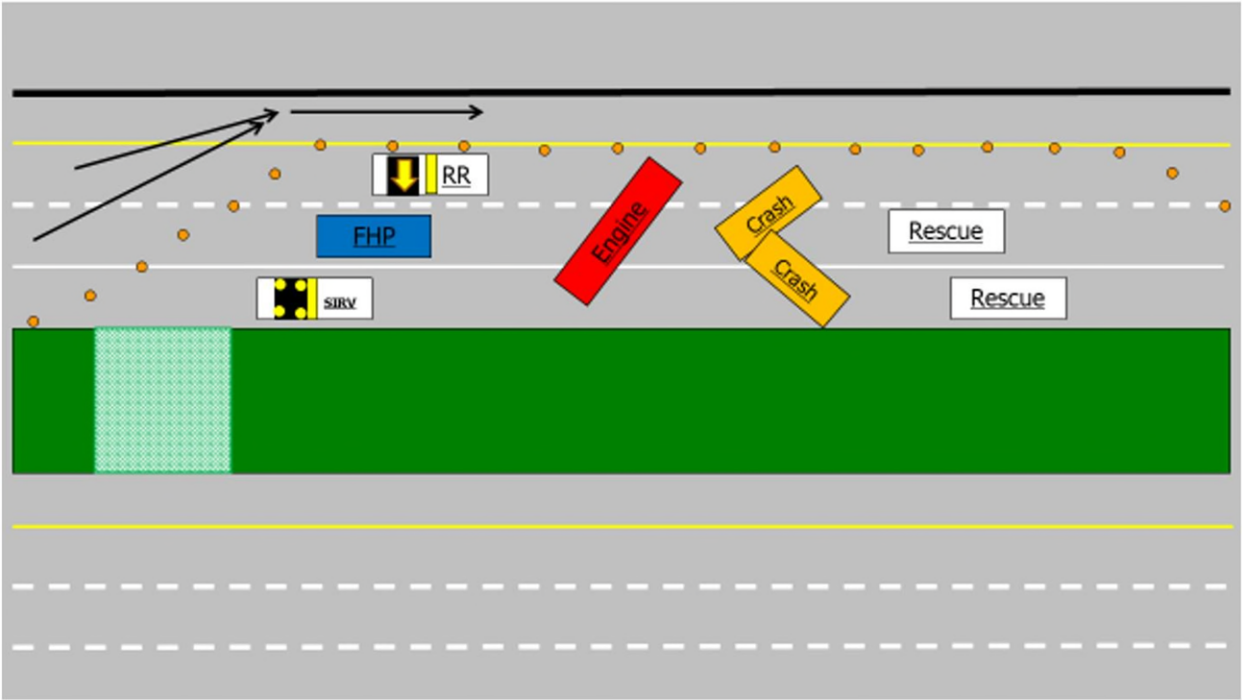


Figure G-18: 75 Express Lanes Traffic Crash Redirection - Shoulder

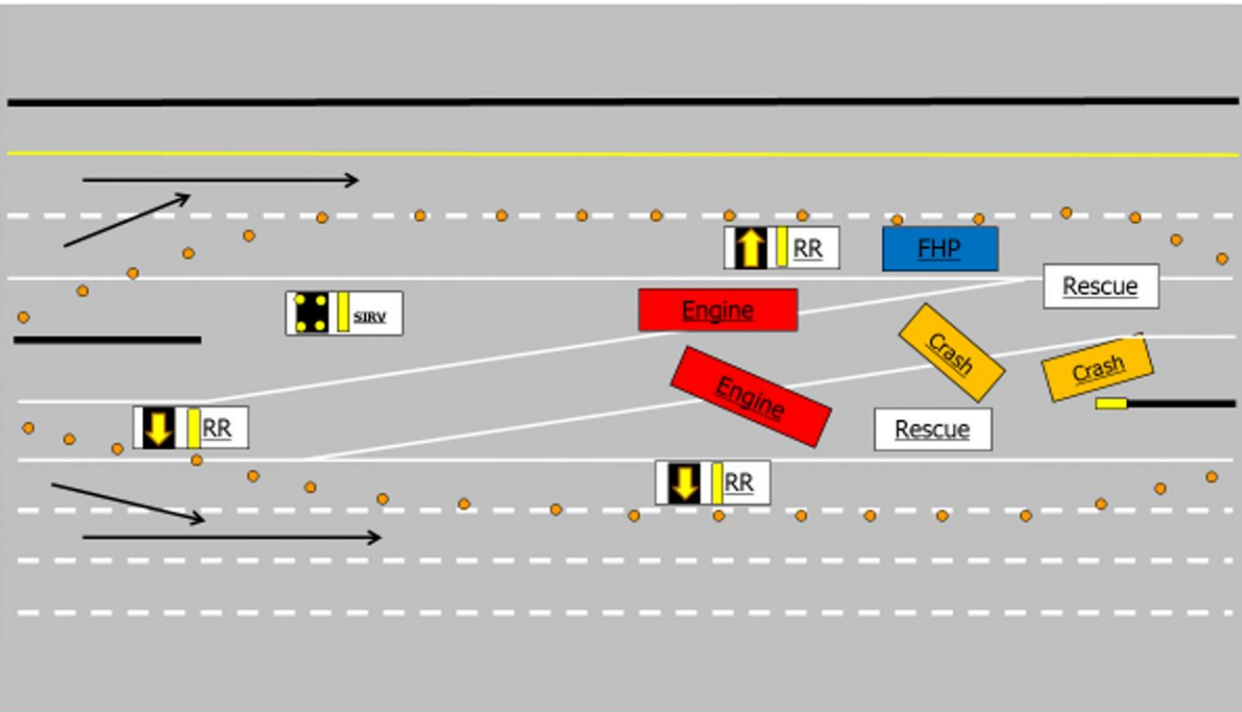


Figure G-19: 75 Express Lanes Traffic Crash Redirection



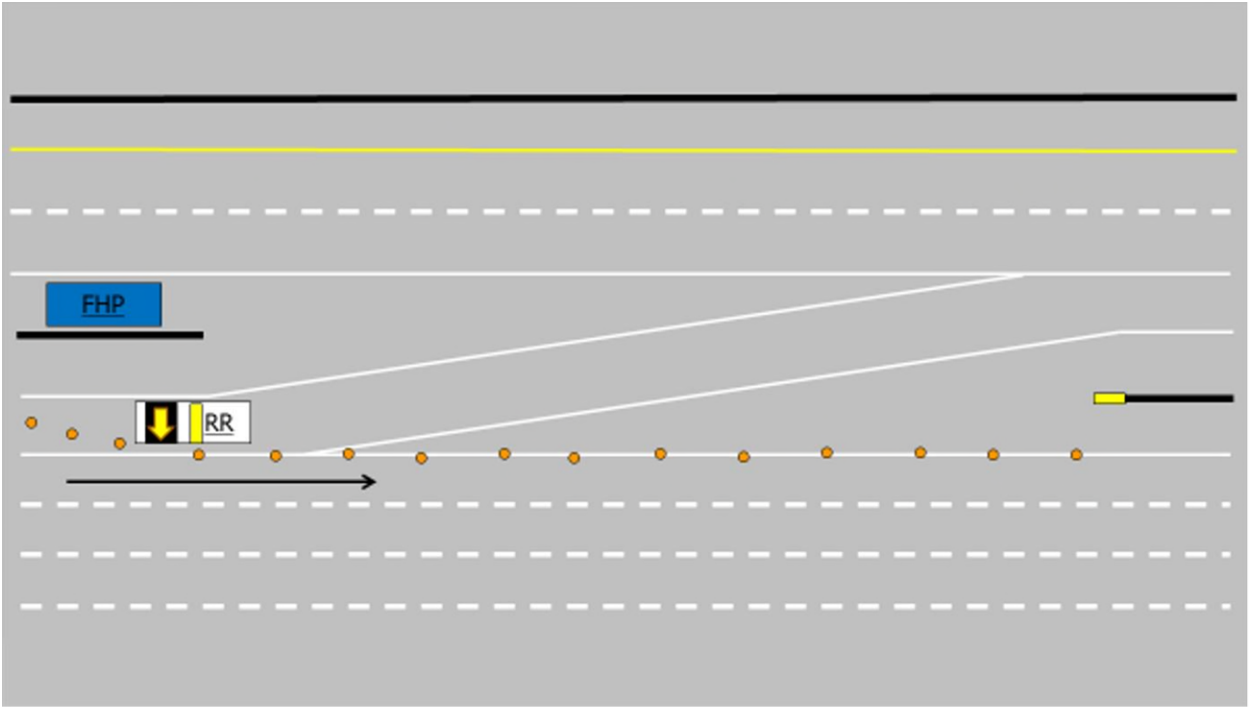


Figure G-22: 75 Express Vehicle Blocking an Ingress (Entrance) Point

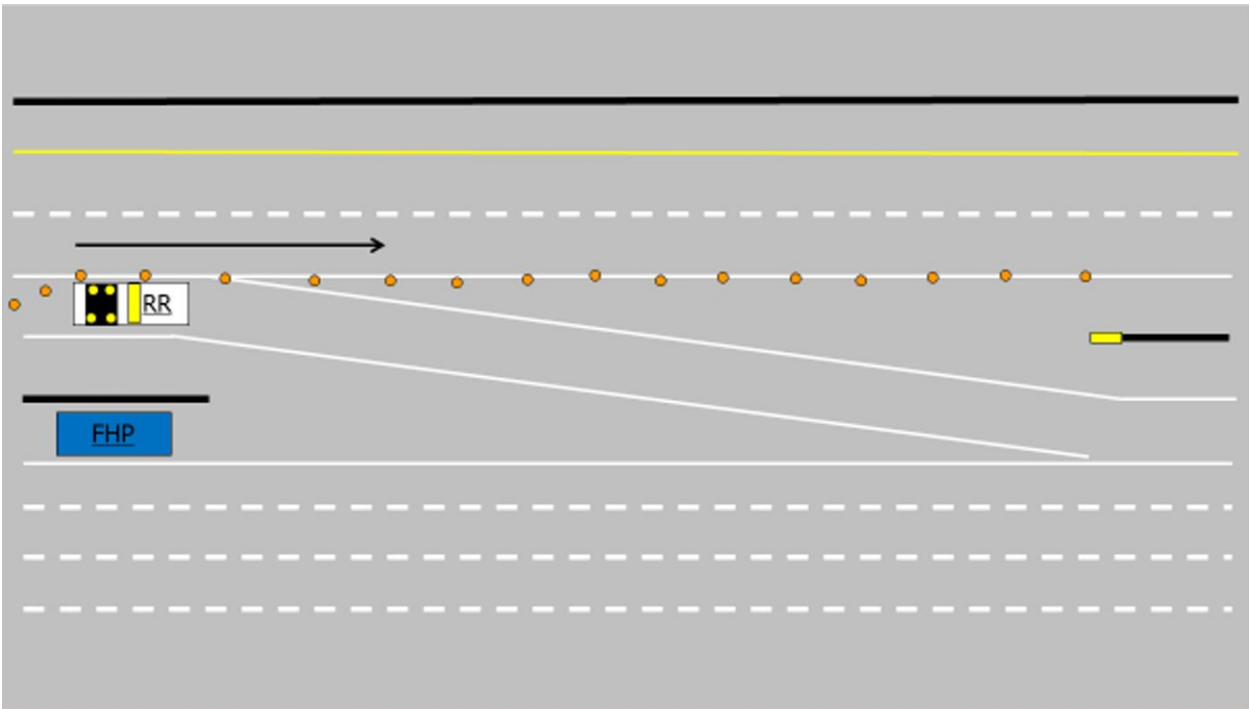


Figure G-23: 75 Express Vehicle Blocking an Egress (Exit) Point