

Standard Operating Guidelines

Section 6.0 – Road Rangers



Florida Department of Transportation District Four
(Broward, Palm Beach, Martin, St. Lucie, and Indian River Counties)

Smart SunGuide
Regional Transportation Management Center
2300 W. Commercial Blvd.
Fort Lauderdale, Florida 33309

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

Objective

Section A

The Florida Department of Transportation, hereafter referred to as the Department or FDOT, desires to provide Road Ranger Service Patrol services to motorists stranded with disabled vehicles within District Four on the entire I-95 corridor 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 Four as designated by the Department.

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

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

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Description and Glossary

Section B

DESCRIPTION

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

GLOSSARY

AVL: Automatic Vehicle Location

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

CONTRACTOR: The individual, partnership, corporation, or business entity engaged for hire.

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

DMS: Dynamic Message Sign(s)

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

FHP: Florida Highway Patrol

LEO: Law Enforcement Officer

ORP: Open Roads Policy; See Attachment J herein.

Operator: See Service Patrol Vehicle Operator

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

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

SIRV: Severe Incident Response Vehicle program.

Scope of Services: This Exhibit in its entirety, including any appendices attached hereafter.

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

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

Service Patrol Vehicle Operator Supervisor: Also referred to as Supervisor; see Section 7.2 of the Scope of Services.

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

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SOG: Road Ranger Service Patrol Standard Operating Guidelines

TIM: Traffic Incident Management

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Mission Statements

Section C

Service Patrol Mission

Provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders.

RTMC Mission

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

Open Roads Policy

It is the goal of all responding agencies that all incidents be cleared from the roadway within 90 minutes of the first responding officer. Refer to Attachment J herein for the full description of the policy.

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Safety Rules and Regulations

Section D

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

1. Driver Safety

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

2. Driving Safety

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

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

- a. Responding to a specific emergency request.
- b. At the direction of law enforcement and/or the RTMC.
- c. Shoulder usage shall be used with extreme caution at low speeds, ranging from 10 to 15 mph.

Stop on the highway only to provide services described herein.

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 requires attention to traffic conditions at all times. When out of the vehicle, Operators are more vulnerable to injury. Remain alert and always monitor approaching traffic.

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

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

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

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

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

Service Patrol Vehicle Operators shall:

- Conduct a visual check in the rear view mirrors and by looking out the windows, before exiting the vehicle for approaching vehicles.
- After exiting the truck, stay away from traffic. Approach vehicles on the non-traffic side for safety.
- Wear required orange safety vests with reflective striping, at all times while outside the Service Patrol Vehicle. Vests must be ANSI Class 3 rating and/or reflective rain suit.
- Always place maintenance of traffic (MOT) before servicing the motorist's vehicle.
- Not turn their back to traffic and always monitor approaching traffic.

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- Use extreme caution in moving all disabled vehicles.
- Use all tools, towing devices, and other equipment safely. Safety equipment is provided to prevent injury.
- Take your time. Use caution! Rushing on a scene can lead to injuries. When rushing, you tend not to look up.

During inclement weather, lightning can be dangerous.

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

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

SAFETY MESSAGE TO ROAD RANGERS:

Nothing in this job is more important than going home safely! Always Use Caution!

4. Regulations

VIOLATION OF ANY OF THE FOLLOWING REQUIREMENTS SHALL CONSTITUTE GROUNDS FOR IMMEDIATE TERMINATION OF THE EMPLOYEE.

THE CONTRACTOR MUST REPORT ANY VIOLATIONS TO THE FDOT PROJECT MANAGER, IN WRITING.

Service Patrol Vehicle Operators will not possess or consume any alcoholic beverage while on duty.

Any Service Patrol Vehicle Operator reporting for duty that shows evidence of having been drinking or being intoxicated will not be allowed to go on duty and operate a Service Patrol Vehicle.

Service Patrol Vehicle Operators will not possess or consume any controlled substance while on duty. 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 in service. Any Service Patrol Vehicle Operator reporting for duty that shows evidence of being under the influence of controlled substances will not be allowed to go on duty and operate a Service Patrol Vehicle.

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

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

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

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General Requirements

Section E

1. Project Area

The Project Area is defined as the entire I-95 corridor in District 4 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 Four as designated by the Department.

See Attachment A which contains a breakdown of the shifts, shift times, number of vehicles required per shift, and the length of the shifts.

2. Hours of Service

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

Service Patrol Vehicles operating in Martin, St. Lucie and Indian River counties (referred to as the Treasure Coast) will operate Monday through Friday from 6:00 am to 10:00 pm, including Department observed holidays for the term of the Contract. Hours and days of operation may vary according to budget constraints, and will be implemented through a contract amendment.

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.

3. Service Patrol Vehicle Beats

Service Patrol Vehicles shall operate in designated patrol beats as determined by the Department, which may vary, based on need.

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

The Service Patrol Vehicles shall continuously patrol their respective beats in their designated loops, unless otherwise specified herein or directed by the Department.

4. Drop Locations/Emergency Stopping Sites

Some Service Patrol Vehicle Beats may have designated emergency stopping sites.

An emergency stopping site is a designated space on the exit ramps for parking a disabled vehicle, if the roadside shoulder is not of sufficient width.

In some circumstances, an emergency stopping site may not exist, but the shoulder will be wide enough for dropping a vehicle.

The Department will determine these locations with the assistance of the Contractor.

- a. Broward County - See Attachment F

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- b. Palm Beach County - See Attachment F

5. Beat Adjustments

At any time during the Contract's term, the Department reserves the right to adjust Service Patrol Vehicle Beat locations to better accommodate demand for service.

The Department 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.

Adjustments to beat locations will not change the overall limits over which the Contractor is to provide service under this contract.

If an emergency warrants, the Department reserves the right to temporarily reassign Service Patrol Vehicles to patrol locations outside a beat or project area, including another county within the District 4 area.

As a result of regular established patrol beats, Service Patrol Vehicle Operators will patrol to the next exit after leaving their assigned county jurisdiction. If a Service Patrol Vehicle Operator encounters a motorist outside their jurisdiction, they will stop and provide the same services they normally provide. If a vehicle can not 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. They shall remain on scene until they are relieved by the responding unit.

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:

- a. Assisting stranded motorist with minor repairs.
- b. Removing disabled vehicles from travel lanes.
- c. Removing small spills and debris from the travel lanes.
- d. Assisting Law Enforcement Officers, SIRV Operators, or other public responding agencies with incident site traffic management.
- e. Rest (15 minutes) or meal (30 minutes) period.
- f. Bathroom break (15 minutes).
- g. 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.

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:

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- a. Mechanical failure of the Service Patrol Vehicle. In this instance a backup vehicle shall be put into service within a 30-minute time frame.
- b. Replenish supplies or refuel at the nearest facility not to exceed two miles from beat. The vehicle leaving the beat for obtaining the fuel or supplies, may do so no more than once per shift, and must return to service within 30 minutes.
 - 1. Service Patrol Vehicle fuel supply will not be allowed to go below ¼ tank before refueling.
- c. Response to an order from Law Enforcement Officer, SIRV Operator, or Fire Department Official.
- d. Provide a Service Patrol Vehicle Operator 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 – 9:00 a.m. and 3:00 – 6:00 p.m., on any working day.
- e. To bypass a queue to reach an incident or lane blockage.
- f. To change Operators.

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.

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

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. The rate of payment shall be the established hourly contract rate and shall be calculated to the nearest one half hour (½ hour).

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

9. Maintenance of Service Patrol Vehicles

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

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

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from the motorist. The Service Patrol Vehicle Operator is required to notify the RTMC that a Rotation Tow has been requested by the motorist.

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Service Patrol Vehicle Operator Duties and Responsibilities

Section F

The Service Patrol Vehicle Operators shall perform the following duties and responsibilities:

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, and whether or not it is impeding traffic. The RTMC shall provide the information to the FHP.

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

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

Towing

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

REPORTING REQUIREMENT

The Service Patrol Vehicle Operator will notify the RTMC of all abandoned vehicles. The RTMC will provide the Service Patrol Vehicle Operator with the Event confirmation number. This number, along with the date, time, and Service Patrol Vehicle Truck Number, will be clearly marked on the rear window of the vehicle. The RTMC may ask for Service Patrol Vehicle Operator assistance with updating the status of abandoned vehicles in the system, in cases where the vehicle may not be visible via closed circuit television (CCTV) camera.

2. Accidents

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

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

The Service Patrol Vehicle Operator will then set up MOT as appropriate to ensure safety on the scene.

The Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.

REPORTING REQUIREMENT

The Service Patrol Vehicle Operator will notify the RTMC of all accidents detected. The RTMC will provide the Service Patrol Vehicle Operator with the event confirmation number following the collection of all necessary information. It is the responsibility of the Service Patrol Vehicle Operator to report any changes in the event to the RTMC, particularly when it involves lane blockage. It is a performance measure of the RTMC to document said changes into the SunGuide software system, and update any external communications, such as DMS signs, text messaging, or contacting 511 traveler information services or another RTMC.

Many accident scenes will require the Service Patrol Vehicle Operator to set up maintenance of traffic (See MOT section below). For safety reasons, specific guidelines must be followed by the Service Patrol Vehicle Operator when setting up their MOT.

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a. Incident Levels

Level 1: Impact to traveled roadway is estimated to be less than 30 minutes, with minor or no lane blockage.

Level 2: Impact to traveled roadway is estimated to be more than 30 minutes, but less than two hours, with lane blockages, but not full closure of the roadway.

Level 3: Impact to traveled roadway is estimated to be more than two hours and/or the roadway or ramp is fully closed in any direction.

b. Injuries:

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

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

3. Advice to Motorists

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

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

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

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

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

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

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

4. Animals

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

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

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5. Assistance to Law Enforcement Personnel

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

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

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

6. Assistance to Motorists

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

- a. Move the disabled vehicle from traffic lanes.
- b. Change flat tires. Note: Some aluminum wheels have steel spares that require special lug nuts.
- c. Provide jump-starts.
- d. Provide up to one gallon of fuel. If a motorist requests fuel:
 1. Service Patrol Vehicle Operator will request that the motorist attempt to start the vehicle to determine if fuel is needed.
 - a) If vehicle **does** start, fuel will not be dispensed.
 - b) If vehicle **does not** start, enough fuel (up to one gallon) will be dispensed to allow the motorist to reach the closest fueling location.
- e. Provide up to one quart of SAE 30 grade motor oil.
- f. Provide water.
- g. Assist motorist with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes).

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

High end vehicles should not be serviced. Most dealers provide their own towing and repair service:

- Aston Martin
- Bentley
- BMW convertibles
- Ferrari
- Lamborghini
- Maserati
- Mercedes Benz
- Porsche
- Rolls Royce

Commercial Vehicle size limits 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.

Note: The Contractor or Service Patrol Vehicle Operators 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 TERMINATION OF THE EMPLOYEE.

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7. Clearing, Clean-up, and Debris Removal

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

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

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

REPORTING REQUIREMENT

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

8. Disabled Vehicles

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

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

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

Rotation towing service or other towing service requested by the motorist shall be at the motorist's expense.

Should a motorist refuse to allow a disabled vehicle to be cleared from the travel lanes; the Service Patrol Vehicle Operator shall contact the RTMC for assistance. The Service Patrol Vehicle Operator shall give the motorist a copy of the "Move It" law card.¹ A sample of the "Move It Law" card can be found in Attachment K to this SOG. The RTMC shall contact FHP and the Service Patrol Vehicle Operator shall setup appropriate maintenance of traffic (MOT) using arrow board, cones, flares, etc. to warn motorists of hazard, and will remain on the scene until FHP personnel arrive. The Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles until directed to do so by the FHP.

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

¹**Florida State Statute 316.061:** Every stop shall be made without obstructing traffic more than necessary, and, if a damaged vehicle is obstructing traffic, the driver of such vehicle shall make every reasonable effort to MOVE THE VEHICLE or have it moved so as NOT TO BLOCK THE REGULAR FLOW OF TRAFFIC.

Florida State Statute 316.071: Whenever a vehicle is disabled on any street or highway within the state or for any reason obstructs the regular flow of traffic, the driver shall move the vehicle so as not to obstruct the regular flow of traffic or, if he cannot move the vehicle alone, solicit help and MOVE THE VEHICLE so as NOT TO OBSTRUCT THE REGULAR FLOW OF TRAFFIC.

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REPORTING REQUIREMENT

The Service Patrol Vehicle Operator will notify the RTMC of all disabled vehicles detected, including service(s) provided. In the event a Service Patrol Vehicle Operator decides to transport a motorist to the next exit due to an unsuccessful repair, the Service Patrol Vehicle Operator will communicate with the RTMC prior to making the transport. The RTMC will then provide the Road Ranger with two confirmation numbers. The first will represent the unsuccessful repair and transport for the disabled vehicle. The second will be a cloned event number representing the now abandoned vehicle. The Service Patrol Vehicle Operator will mark the abandoned vehicle with the confirmation number.

FHP Disabled Vehicles

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

9. Hazardous Material Incidents

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

Remember SAFETY!

- a. 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.
- b. If the spill can be handled safely, fuel, oil, or coolant can be contained with some spill absorbent. Advise the RTMC what action you are taking. See Vehicle Spill Guidelines, Attachment I.
- c. If possible, stop the leak at the source. Contain and limit the spill from spreading.
- d. Sweep material off the travel lanes.
- e. Apply a second application if necessary.

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

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

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

DO NOT TAKE ACTION if the Service Patrol Vehicle Operator sees a cloud of smoke or vapor. Smoke can be a fire about to ignite or could be the release of a hazardous gas or other substance. Service Patrol Vehicle Operators will evacuate the area to the best of their ability. Stay clear of the area. Stay up-wind from the smoke or vapor.

DO NOT COME INTO CONTACT with any unknown liquid spill, solid substance, or gas. Let professionals handle these incidents.

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

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10. Maintenance of Traffic (MOT)

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

- a. Emergency lighting on Service Patrol Vehicle (overhead lights, emergency flashers).
- b. Service Patrol Vehicle placement on the highway to protect a lane or shoulder.
- c. Portable, roof mounted arrow board with "Four Points" or "Arrow" display.
 1. Service Patrol Vehicles shall be parked upstream, prior to any accident, disabled vehicle, spill, or debris, to give warning to motorists prior to entering the incident area.
 2. Service Patrol Vehicles shall be parked so that the arrow board is perpendicular, or at a right angle, to approaching traffic. If the truck/sign is parked at an angle, the high intensity portion of the lighted sign will not be facing approaching motorists. This can result in reduced lighting effect and difficulty in reading the sign message.
 3. If an incident occurs on a curve, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the shoulder before the curve, for additional advanced warning and increased visibility.
 4. If an incident occurs on the downgrade side of an overpass or bridge, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the top of the overpass or bridge for additional advanced warning and increased visibility.
 5. If an incident is not to be cleared immediately and results in an extended length traffic queue, the Service Patrol Vehicle Operator will request a second or additional Service Patrol Vehicle to respond to the end of the queue for additional advanced warning and increased visibility to motorists. The Service Patrol Vehicle Operator will take up a position on the appropriate shoulder and move the Service Patrol Vehicle forward or backward in order to remain in the area of the end of the queue.
 6. Service Patrol Vehicle Operators shall activate the arrow board using only pre-programmed displays.
 7. Any customization for a unique event must be approved through the RTMC before it is displayed. If approval is not obtained, use an approved display(s) that meets the conditions of the event.
 8. When placing cones or flares for MOT, verify while behind the Service Patrol Vehicle, that the arrow board is working properly and showing the proper display. If not, make an immediate change.
- d. Cones and/or flares placed in a configuration to:
 1. Provide a tapered lane change.
 2. Define the work area around an object.
- e. The Service Patrol Vehicle Operator shall take the following action to set up MOT (see Attachment J to this SOG for sample diagrams):
 1. On the Shoulder
 - a) Park 30 to 50 feet behind the incident.
 - b) Turn your wheels away from traffic.
 - c) Display Caution (four points).
 - d) Set up all cones necessary to meet minimum requirements of event condition.
 2. Lane Closure
 - a) Park 30 to 50 feet behind the incident.
 - b) Turn your wheels away from traffic.
 - c) Display Arrow in the direction you want traffic to flow.
 - d) Set up all cones necessary to meet minimum requirements of event condition.

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3. End of MOT

- a) 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.
- b) If available, place an additional truck with arrow board near the opening taper with flashing four points or arrow sign.
- c) If available, place a Service Patrol Vehicle Operator at the opening taper to wave the motorists out of the incident area onto open highway.

4. Taking down MOT

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

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

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

11. Moving Disabled Vehicles from Traffic Lanes

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

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

Provide the motorist with the approved "Pushing Instruction Card. Leave it with the motorist during the pushing operation, and then retrieve it.

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

Note: Liability and repair for damages to vehicles are the responsibility of the Contractor.

The Operator shall use all safety precautions and procedures considered appropriate.

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

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12. 95 Express Lanes Quick Clearance Procedures

In order to expedite the clearance of both travel lane and shoulder blocking events within the 95 EL, the following quick clearance procedures have been established:

- a. Road Rangers are permitted to cross the double white lines and delineators to bypass traffic congestion when responding to incidents and removing vehicles from 95 EL. (see I-95 Express Lanes Phase 2 Incident Management Plan, FHP Memorandum dated 7/22/2008 Attachment B).
- b. Vehicles blocking 95 EL travel lanes will be relocated as quickly and safe as possible to minimize impacts to EL. The location will be determined by field personnel and based on current traffic conditions and available resources to relocate the vehicle safely. Options to the field personnel include the right shoulder, any Emergency Stopping Site (ESS) or in the Golden Glades Parking Lot, see Figure 4. 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. Road Ranger vehicles are equipped to safely move vehicles to the right shoulder only and not to the Golden Glades Parking Lot. The flat bed truck is equipped to relocate vehicles to the Golden Glades Parking Lot until it is removed by a towing company.
- c. Disabled vehicles in the 95 EL shoulder (left only) will be relocated to either the right shoulder, ESS, or to a designated location in the Golden Glades Parking Lot, see Attachment F.
- d. Abandoned vehicles in the 95 EL shoulder (legally parked) will be marked with a grease pen on the rear window by a Road Ranger when it is first discovered and the TMC Operations Staff will notify FHP dispatch to log the initial discovery. The markings will include the time, date and Road Ranger truck number. At the beginning of each hired back shift, the FHP Trooper will sweep the 95 EL for disabled vehicles and call for rotational tow. The rotational tow will pick up the vehicle from the shoulder if they are able to respond within 30 minutes. If they are not able to respond within 30 minutes, the FHP Trooper will request the TMC dispatch resources to relocate the disabled vehicle to the right shoulder, Emergency Stopping Site (ESS), or to the Golden Glades Parking Lot. Subsequently, the FHP Trooper will request rotational tow to pick up the vehicle at the designated relocation area. (see I-95 Express Lanes Phase 2 Incident Management Plan, FHP Memorandum dated 7/22/2008 Attachment B).

13. Notifications

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

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

14. 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:

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

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15. Transporting People

If vehicle assistance or towing services cannot be obtained for a motorist(s), rather than leaving the person(s) stranded, the Service Patrol Vehicle Operator shall contact the RTMC and request authorization to transport the person(s) to the nearest facility with available communications within the physical limits of this contract.

Service Patrol Vehicle Operator shall, with RTMC authorization, transport the motorist a reasonable distance off the nearest exit that has facilities. Motorists may be dropped at a nearby gas station, convenience store, or some other location that has a phone. At night, an open business is suggested. Consider the safety of the motorist.

16. Verifying Roadway DMS Signs

Because some roadway DMS signs can not 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:

- a. Is lit (on) or blank (off).
- b. Has the proper indicated message that needs to be verified.
- c. Is malfunctioning with scrambled lighting sequences.

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

17. Customer Comment Card

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

See Customer Comment Card, Attachment B.

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:

- a. Immediately inform the motorist.
- b. Immediately notify the RTMC.
- c. 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.

19. Service Patrol Vehicle Accident

In the event that a Service Patrol Vehicle Operator is involved in an accident, the following procedure must take place:

- a. Immediately activate your emergency equipment.
- b. The Service Patrol Vehicle Operator will immediately notify the RTMC by radio, so that other Service Patrol Vehicle Operators can respond, if needed.
- c. The Service Patrol Vehicle Operator Supervisor will immediately respond.
- d. 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.

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- e. Move vehicles from the traffic lanes, if there are no injuries.
- f. Notify the RTMC of any injuries, number of injured, types of injuries.
- g. Set up MOT.
- h. 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.
- i. Otherwise, manage the incident as any other accident.

20. One-Way Evacuation Procedures

Evacuation orders may be given by the Governor's Office in the event of a natural disaster like a hurricane or other catastrophic event.

In South Florida, a one way evacuation would generally mean that traffic will use both sides of the highway to evacuate north (I-95) or both sides of the highway to evacuate west (I-75).

- Keep in mind that if there is an evacuation order, traffic volumes and conditions could change drastically, making our jobs very busy.
- Evacuation does not just include communities facing an approaching storm, but includes mobile home parks in all locations, and barrier island residents.
- Interstate highways and the turnpike may be used for reversible lanes, in which both directions of lanes of the highway are used for evacuation in the same direction.
- You may be assigned to assist with ramp closures or diversions.
- Priority is to get disabled vehicles off the road so traffic continues to flow.
- If you are assigned to patrol, you will only be able to travel in one direction, the direction of the evacuation. You may not be able to return. There will be no continuous patrol loops.
- Strategy is to stage off road or on side of road, not patrol, move up to next call, then stage again; working your way up the road.
- You will have to shelter with other evacuees. Your personal supplies are important!

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SERVICE PATROL VEHICLE REQUIREMENTS

1. Service Patrol Vehicle Operator Daily Inspections

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

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

2. Missing/Malfunctioning Equipment

While on duty, in the event of missing and/or malfunctioning Service Patrol Vehicle equipment, the Service Patrol Vehicle Operator is required to notify the Service Patrol Vehicle Operator Supervisor. Based on the severity of the equipment failure in question, the Service Patrol Vehicle shall be considered unavailable for routine beat patrol and a backup Service Patrol Vehicle shall be put into service within 30 minutes for notification.

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

Inspections will be conducted for, but not limited to:

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

Upon completion of the inspection, the SIRV Operator will give the driver a copy of the inspection report which the Service Patrol Vehicle Operator will turn in immediately, at the end of their shift.

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 30 minutes of receiving notification to do so from the Department.

See Service Patrol Vehicle Inspection Report, Attachment D.

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4. Service Patrol Vehicle/Tool Box Requirements

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

- a. Screwdrivers:
 1. Standard 1/8, 3/16, 1/4, 5/16 (1 each).
 2. Phillips head #1 and #2 (1 each).
 3. Star Driver (1 set).
- b. Needle nose pliers (1 pair).
- c. Adjustable rib joint pliers, two (2) inch minimum capacity (1 pair).
- d. Adjustable wrenches:
 1. Eight (8") inch (1 each).
 2. Twelve (12") inch (1 each).
- e. Five (5) pound hammer (1 each).
- f. Rubber mallet (1 each).
- g. Electrical tape (20 yards).
- h. Duct tape (20 yards).
- i. Tire pressure gauge (1 each).
- j. Mechanic's wire (25 ft roll).
- k. Bolt cutters – twenty (24") inch or larger (1 pair).
- l. Wire cutting pliers (1 pair).
- m. Complete set of open end and box wrenches (both metric and standard).

5. Service Patrol Vehicle Accessories/Parts Requirements

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

- a. Diesel fuel (minimum 5 gallons) - In approved can or tanks.
- b. Unleaded gasoline (minimum 5 gallons) - In approved can or tanks.
- c. 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

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- 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)
- d. Fire extinguisher, twenty (20 lb) pound Dry Chemical ABC (2 each) - Meeting all safety requirements, if seal is broken unit shall be tested, resealed and certified.
- e. Pry bar, minimum thirty-six (36") inches in length (1 each).
- f. Radiator water (5 gallons).
- g. Four (4") inch x six (6") inch x twelve (12") inch wood blocks (2 each).
- h. Twenty (24") inch wide street broom (1) each.
- i. Shovels, Square-end (1 each), Round-end (1 each).
- j. Highway wet flares, thirty (30) minute burn (24 each).
- k. Cones, thirty six (36") inch reflectorized (16 each).
- l. Hydraulic floor jack, two (2) ton (1 each).
- m. Air compressor, 125-psi capacity, capable of inflating tires of vehicles and operating impact wrench, (one each).
- n. Air operated impact wrench with sockets to fit all vehicles (metric and standard), one each.
- o. Lug wrenches (metric and standard) to fit all vehicles, one each.
- p. Large flashlight and spare batteries (1 set).
- q. Booster cables, three (3) gauge copper wire with heavy-duty clamps and one end adapted to vehicle's power outlets, minimum twenty-five (25)feet in length (1 set).
- r. Funnel, multi-purpose, flexible spout (2 each).

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- s. Trash can, five (5) gallon (1 each).
- t. Five (5) gallon absorbent material for liquid spills equivalent to or exceeding the brand name "Speedy Dry". (2 each)
- u. Drinking water for motorists: individually sealed bottles, minimum 16-ounces, (12 each).
- v. Drinking water for Operators: provide one cooler for each vehicle, five gallon minimum.
- w. Minimum of 20 **Department** approved Comment Cards at the beginning of each shift (See Attachment B for sample).
- x. Minimum of 20 "Move It Law" cards (See Attachment C for sample).
- y. Complete, up to date, copy of the Road Ranger Service Patrol SOG, including all Attachments thereto.
- z. Copy of Emergency Response Guidebook

6. Communications Equipment Requirements

a. 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 shall be responsible for all costs associated with the cellular phones throughout the term of this Contract.

b. Public Address System

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

The PA system "siren modes" may not be used by Service Patrol Vehicle Operators, for any reason. The unauthorized use of an emergency vehicle "siren" may result in termination.

c. Department Provided Handheld Portable Computers (PCs) – Currently Not In Use

The Department will provide handheld tablet PC devices to be used during the Service Patrol Vehicle Operator's shift. These devices will be used to communicate with the RTMC and to record information. See Tablet PC Operations, Attachment F.

The Handheld PC devices will be mounted in a fixed bracket, locking into place. They should not be removed from the vehicles by Service Patrol Vehicle Operators for any reason other than out of service parking of the vehicle or any other Department authorized reason.

The Contractor may only remove the devices from the Service Patrol Vehicles for downloading data, or for service and repair with the permission of the Department, or its designee.

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RADIO COMMUNICATIONS

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

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

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.

2. Policy

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

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

- a. Type of Incident
- b. Location of Incident
- c. Road Name
- d. Direction
- e. Proximity to Exit (Name)
- f. Exit (Name)
- g. Notified By
- h. Contact Name
- i. Dispatched To
- j. Road Ranger Activity
- k. Zone
- l. Anticipated Clearance Time
- m. Lane Closures
- n. Injuries
- o. HazMat
- p. Fire
- q. Additional Services Required (FHP, Rotational Tow, Fire, Ambulance, etc.)
- r. Vehicle information (Make, model, color, tag information)

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

With the above information entered into SunGuide, the RTMC can locate the event via CCTV (if CCTV viewing is available), post messages on the DMS signs, and then notify appropriate agencies of the active incident and its severity. Upon the conclusion of their on site presence, the Service Patrol Vehicle Operator is required to inform the RTMC of their departure and the final status of the incident. This will enable the RTMC to take the appropriate actions necessary for incident management requirements.

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3. Providing Confirmation Number

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

Example: In the event a disabled vehicle needs to be cloned into an abandoned vehicle, the Service Patrol Vehicle Operator would receive two confirmation numbers. One for the attempted service provided to the disabled, the other for tagging the vehicle as abandoned. If the motorist is to be transported by the Service Patrol Vehicle Operator to the nearest exit, the Operator may provide said confirmation number on both the disabled and the abandoned to the Service Patrol Vehicle Operator before the transport, so that the Service Patrol Vehicle Operator need not return to the vehicle to tag as abandoned.

4. Federal Communications Commission Rules and Regulations – Use of radio.

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

5. Call Signs – Road Ranger Units and RTMC Communications.

All call signs shall be broadcast clearly and distinctly, as this identifies the transmitting station. Failure to comply may result in disciplinary action.

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

The Broward Regional Transportation Management Center (RTMC) will be referred to as "Broward Base". The Palm Beach TMC will be referred to as "Palm Beach". Treasure Coast Service Patrol will be referred to as "Treasure Coast" or "TC".

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

Service Patrol Vehicle Operator Supervisors will be assigned to Truck 401 (Pickup Truck) or "Delta" designation (ex. Delta 41).

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

Florida Department of Transportation Maintenance Department has three radios assigned and will be referred to as "M1, M2, or M3".

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6. Service Patrol Vehicle Operator Radio Procedures

1. Whenever a Service Patrol Vehicle is being operated that is equipped with a communications radio, the Service Patrol Vehicle Operator shall ensure that the radio is operational and shall monitor the designated frequency.
2. The Contractor must submit, on a monthly basis, updated emergency contact numbers for all employees (including the company owner) to the RTMC in the event that the radio communications system fails.
3. 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.
4. 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.
5. When a Service Patrol Vehicle Operator advises they are going to assist a stranded motorist, notify the RTMC of the following before the assist:
 - a. Location (i.e. I-95 south of Commercial)
 - b. Direction (NB, SB, etc.)
 - c. Vehicle Location (right shoulder, left shoulder, ramp, live lane)
6. Service Patrol Vehicle Operator shall immediately notify RTMC when clear for additional calls or returning to patrol.

a. Multiple Unit Incidents

1. All Service Patrol Vehicles shall be dispatched by the RTMC or SIRV Operator only.
2. If a Service Patrol Vehicle Operator is asked to work an incident outside the beat or outside the communications channel, such unit shall be asked to switch the radio to the appropriate common channel being used to work the incident.
3. The Service Patrol Vehicle Operator shall use the appropriate call sign whenever switching to a working channel.
4. Only Service Patrol Vehicles Operators, Supervisors and the RTMC working the incident shall be on the working channel.
5. The Service Patrol Vehicle Operator working the incident must let the RTMC know when clear from the incident, switching back to the designated channel, and returning to the required beat.
6. When back on his designated channel the Service Patrol Vehicle Operator must say the call sign and "clear for action" or "10-98".

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b. Answering the Radio

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

c. Radio Dispatches

1. 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.
2. All radio transmissions will be spoken in English, no other languages may be used.
3. Messages of significant importance shall be broadcast to all in-service Service Patrol Vehicle Operators.
4. The RTMC, during emergency situations, such as Service Patrol Vehicle Operator calls for backup, shootings, violent crimes in progress, large scale civil disturbances, disasters, etc., requires immediate response. RTMC personnel receiving a report of this nature or any other life threatening situation shall broadcast an alert tone on all frequencies and pause for five seconds before broadcasting the information. The alert tone before a broadcast will signal the Service Patrol Vehicle Operator that important information is forthcoming.
5. All pertinent information shall be broadcast from the appropriate Service Patrol Vehicle Operator.
6. Service Patrol Vehicle Operators will communicate by radio, updating any appropriate information on the call before exiting the truck.
7. 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.

d. Monitoring Techniques

1. It is the responsibility of the Service Patrol Vehicle Operators to continuously monitor all base station primary and secondary radio channels.
2. 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.
3. 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.
4. 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.

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e. Voice Techniques

1. Effective and professional voice techniques can be achieved by developing four primary voice characteristics.
 - a. Quality
 - b. Volume
 - c. Pitch
 - d. Rate
2. 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.
3. 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.
4. 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.
5. 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.

f. Radio Courtesy

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

g. International (NATO) Phonetic Alphabet

1. The International Phonetic Alphabet shall be used by communications personnel when spelling is required. Letters will be broadcast as "A-Alpha", not "A as in Alpha" or any other form. See International Phonetic Alphabet, Attachment E.

h. Transmitting Numbers

1. 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"

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rule is the transmitting of telephone numbers and Social Security Numbers. They are broadcast as they appear.

i. Correct Pronunciation of Numbers

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

j. Use of Identification Numbers

1. 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.
2. 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".

k. Approved Ten Signals and Dispatch Codes

1. 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, Attachment E.

I. RTMC Radio Procedure

1. 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 assist is cleared.
2. In the event that 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 Operations Supervisor, Lead Operator and/or Service Patrol Vehicle Operator Supervisor.
3. 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 Operations Supervisor, Lead Operator and/or Service Patrol Vehicle Operator Supervisor.

7. 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.

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

Supervision

Section I

SUPERVISION

1. Service Patrol Vehicle Operator Supervisor

A roaming Service Patrol Vehicle Operator Supervisor will patrol the entire Service Patrol Vehicle Operator coverage area 24 hours per day, seven days per week in Broward and Palm Beach counties; 16 hours per day, five days per week in Martin, St. Lucie, and Indian River counties.

Their duties will include the following:

- a. 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 Guidelines 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.
- b. 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.
- c. Lending assistance to 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.
- d. 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.
- e. 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. **UNAUTHORIZED FUEL PURCHASES WILL BE CAUSE FOR IMMEDIATE TERMINATION.**
- f. Supervisors are required to carry replenishment supplies for Service Patrol Vehicle Operator vehicles, including but not limited to, additional fuel, oil, and water; flares, cones, first aid supplies, fire extinguisher, trash bags, spill absorbent, drinking water, and comment cards.
- g. 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.

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

Training

Section J

TRAINING

1. Orientation

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 an online training portion, an introduction to radios, and participation in the RTMC control room to learn about ITS devices and daily RTMC operations.

The Operators' satisfactory completion of the orientation will be designated by attending all components of the orientation and by obtaining a "passing score" on the online Road Ranger Service Patrol training modules.

2. On the Job Training

All Operators shall complete five consecutive working days of "ride along" training within the first two weeks after hire before being allowed to perform the duties of this Contract solo. This training will be provided by the Contractor at no additional cost to the Department. Newly hired Operators participating in "ride along" training may only do so with Operators or Supervisors who have a minimum of one consecutive year of FDOT Road Ranger Service Patrol or previous towing industry experience; whether as part of this Contract or otherwise.

3. SLERS Training

Training and certification shall be required for all Contractor employees and Operators by the Joint Task Force (JTF) for the Statewide Law Enforcement Radio System (SLERS). Said training and certification shall be required of all current and future Contractor employees / Operators, regardless of tenure or stature, at the time in which the JTF deems it necessary for the Department to comply with the Programs regulations.

4. Subsequent Training

All Operators shall participate in a minimum of one additional **Department** provided training session each year of the Contract, for the life of the Contract.

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

System Security

Section K

SYSTEM SECURITY

1. Objective

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

2. Critical Assets and Facilities

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

3. DOT System Vulnerability

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

- a. Easily Accessible.
- b. Approach from any direction.
- c. undefended, no security.
- d. Inadequate lighting.
- e. Abandoned vehicles.

4. DOT System Risks

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

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.

6. What is the Service Patrol Vehicle Operator's role?

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

7. Suspicious Activity?

- a. Where someone is and what time they are there.
- b. What are they doing?
- c. Are they pacing or do they appear nervous?

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

System Security

Section K

- d. Are they staring, watching, or taking notes?
- e. Quickly leaving an area.
- f. Measuring or pacing off distances.
- g. Taking photos or readings with GPS.
- h. Carrying a suspicious package.
- i. Abandoning a package.
- j. Stopping or parking near bridges.
- k. Parking overloaded vehicle or trailers under bridges.
- l. Vehicle has no markings, stickers, or logos; parked near the ITS devices or cabinets.
- m. Same vehicle observed at several strategic locations.

8. Suspicious Objects

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

9. Service Patrol Vehicle Operator Actions - Objects

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

10. Service Patrol Vehicle Operator Actions – Persons

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

11. Dangerous Activity

- a. When a weapon is observed in the vehicle, this is defined as a Dangerous Activity.
- b. Observe, but do not challenge the person.
- c. Do not make any comments about the weapon.

Florida Department of Transportation
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STANDARD OPERATING GUIDELINES

System Security

Section K

- d. Remain calm. Pretend you do not notice.
- e. Exit the area as soon as possible. Do not rush away, letting an individual know the Service Patrol Vehicle Operator may have seen something.
- f. Notify the RTMC of their appearance, type of vehicle, tag number, location, and direction of travel.

12. Road Ranger Safety

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

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

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

Hurricane Preparedness

Section L

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 35mph 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.

1. Objective

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

2. Watches and Warnings

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

3. Before the Storm

- a. Pay attention to weather reports and patterns.
- b. Have a current copy of all emergency telephone numbers.
- c. Make sure your home and family are prepared.
- d. Make sure there are ample supplies for each truck and at base.
 - 1) Service Patrol Vehicle pick-up trucks will carry extra fuel and water. Tow trucks do not have room.
 - 2) Supervisors carry additional supplies to re-supply trucks on road.
- e. RTMC and FHP Staffing
 - 1) Service Patrol Vehicle Operator staffing levels will be determined by the Department, who will in turn, notify the Towing Contractor for implementation.
 - 2) Service Patrol Vehicles will remain on duty, for as long as it is safe.
 - 3) Full shifts will work until winds exceed 35 mph.
 - 4) Service Patrol Vehicles will then come off the road to a designated stand-by location.
 - 5) Normal operations will resume once FHP re-deploys, when winds drop below 35 mph.
- f. Wind Dangers - Debris such as signs, roofing material, small items left outside become flying missiles in hurricanes, ending up on the highways.
- g. Disaster Supply Kit
 - 1) Pack everything in air tight containers.
 - 2) Keep supplies all together in a backpack, duffel bag, etc.
 - 3) Plan supplies to last 3-14 days.

Florida Department of Transportation
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STANDARD OPERATING GUIDELINES

Hurricane Preparedness

Section L

- 4) Date everything so you know when to replace.
- h. Evacuations
 - 1) Keep in mind that if there is an evacuation order, traffic conditions could change drastically, making our jobs busy.
 - 2) Evacuation does not just include communities near the east coast, but includes mobile home parks in all locations.
 - 3) No emergency or assistance resources are to remain on the roads once sustained tropical storm force winds arrive.
 - 4) One Way Evacuation orders may require Service Patrol Vehicle Operators to provide motorist services which may take them out of the county for the duration of the storm. Since one way evacuation will also affect the Service Patrol Vehicle Operators ability to return, they should consider they will be staying in a shelter until highway operations resume. They will then return to the district for relief or to resume duties.

4. After the Storm

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

Florida Department of Transportation
Road Ranger Service Patrol
STANDARD OPERATING GUIDELINES

Media Relations

Section M

MEDIA RELATIONS

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

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

Attachment "A"

Service Patrol Vehicle

Beat Maps

Attachment "A"

BROWARD COUNTY ROAD RANGERS

BEAT DESCRIPTIONS, NUMBER OF TRUCKS AND SCHEDULE

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. Coverage includes all on and off ramps. Below is a description of the beat limits and hours of service.

SCHEDULE 1: MONDAY TO FRIDAY 6:00AM TO 10:00PM

EIGHT (8) BEATS as described below for Monday to Friday from 6:00am to 10:00pm.

A total of **thirteen (13)** vehicles shall be on patrol: Two(2) vehicles on Beat No. 1, Two(2) vehicles on Beat No. 2, One(1) vehicle on Beat No. 3, Three(3) vehicles on Beat 04/I-95 Express, Two(2) vehicles on Beat No. 05/Alligator Alley, One(1) vehicle on Beat No. 06, One(1) vehicle on Beat No. 07, and One(1) Roving Supervisor/Beat No. 08.

- I-95 Beat No. 01:** 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
- I-95 Beat No. 02:** SR 84 to Cypress Creek Road
- I-95 Beat No. 03:** Commercial Boulevard to Palmetto Park Road
- I-95 Beat No. 04:** Express Lanes from Miami-Dade County line to Davie Boulevard
- I-75 Beat No. 05:** Alligator Alley Toll Plaza to Mile Marker 50
- I-75 Beat No. 06:** Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Griffin Road
- I-75 Beat No. 07:** Miami Gardens Drive to Royal Palm Boulevard
- Beat No. 08:** Roving Supervisor/All Beats

SCHEDULE 2: MONDAY TO FRIDAY 10:00PM TO 6:00AM AND 24 HOURS A DAY ON WEEKENDS AND STATE HOLIDAYS

SEVEN (7) BEATS as described below for Monday to Friday from 10:00pm to 6:00am and 24 hours a day on weekends and holidays. A total of **ten (10)** vehicles shall be on patrol: One(1) vehicle per beat on I-95 (x 3 beats), Three(3) vehicles on Beat 12/I-95 Express, Two(2) vehicles on I-75/Alligator Alley, One(1) vehicles on I-75/Beat 14, and One(1) Roving Supervisor/Beat No. 15.

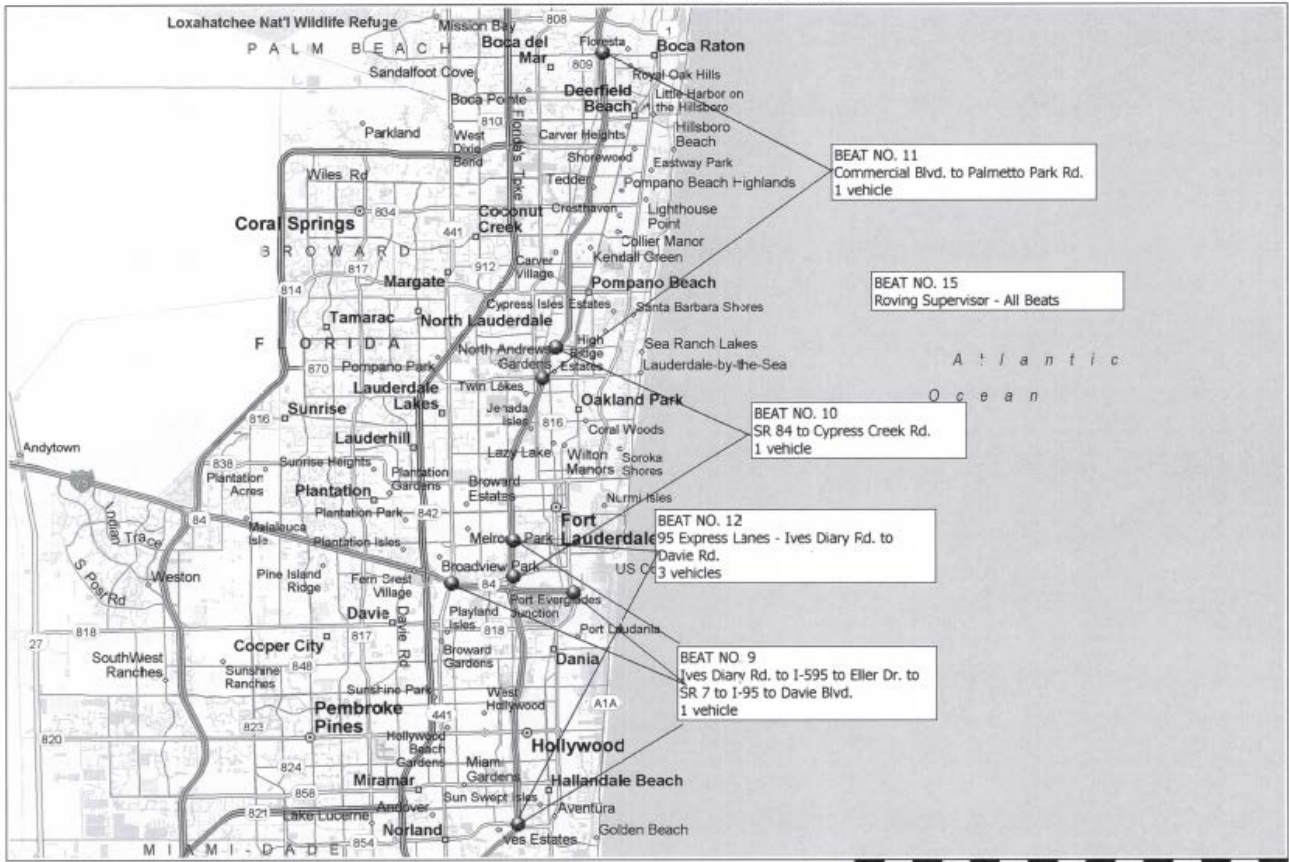
- I-95 Beat No. 09:** Ives Dairy Road to I-595 eastbound to Eller Drive to I-595 Westbound to State Road 7 to I-95 Northbound to Davie Boulevard
- I-95 Beat No. 10:** SR 84 to Cypress Creek Road
- I-95 Beat No. 11:** Commercial Boulevard to Palmetto Park Road
- I-95 Beat No. 12:** Express Lanes from Miami-Dade County line to Davie Boulevard
- I-75 Beat No. 13:** Alligator Alley Toll Plaza to Mile Marker 50
- I-75 Beat No. 14:** Flamingo Road to Sunrise Boulevard to Alligator Alley Toll Plaza to Miami Gardens Drive
- Beat No. 15:** Roving Supervisor/All Beats

Attachment "A" Continued

I-95 Beats Schedule 1 rev 4-2014.est

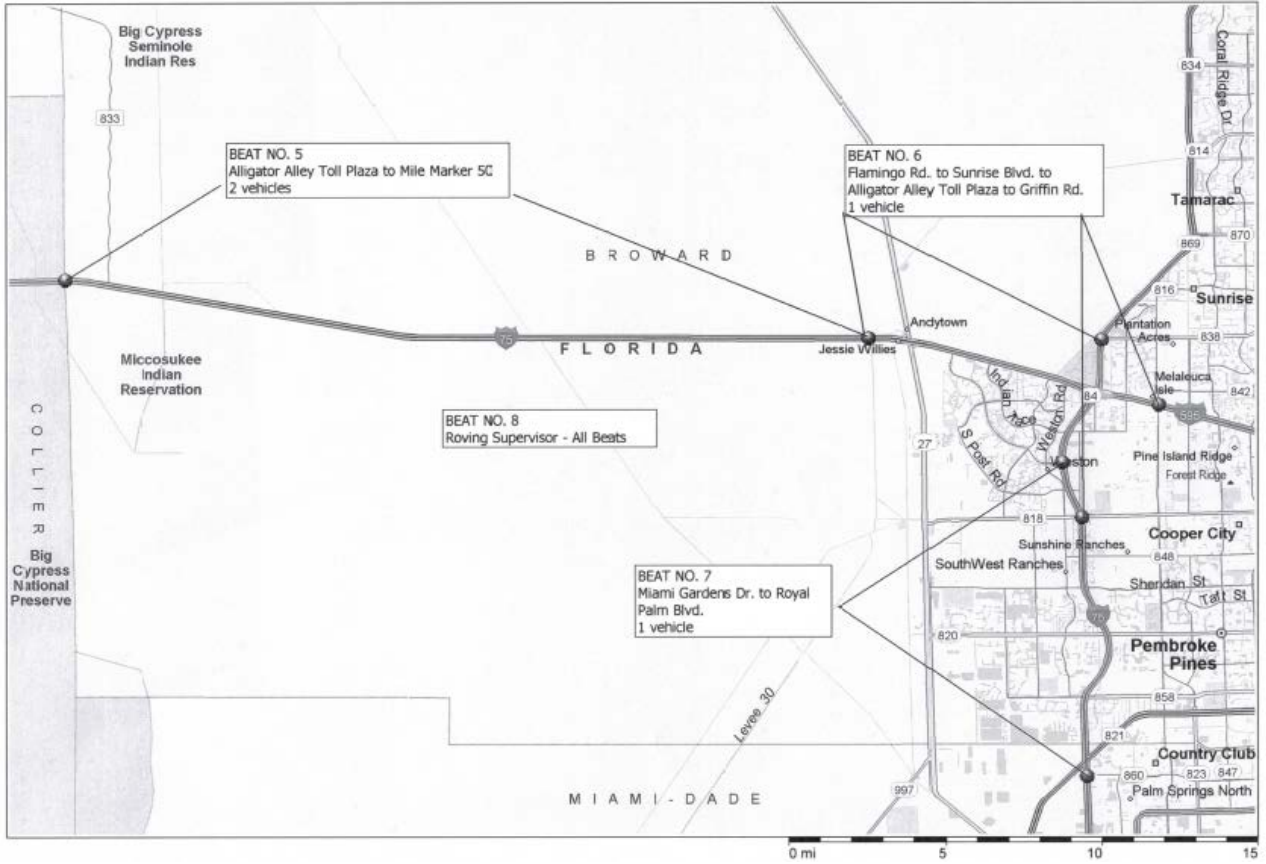


I-95 Beats Schedule 2 rev 4-2014.est

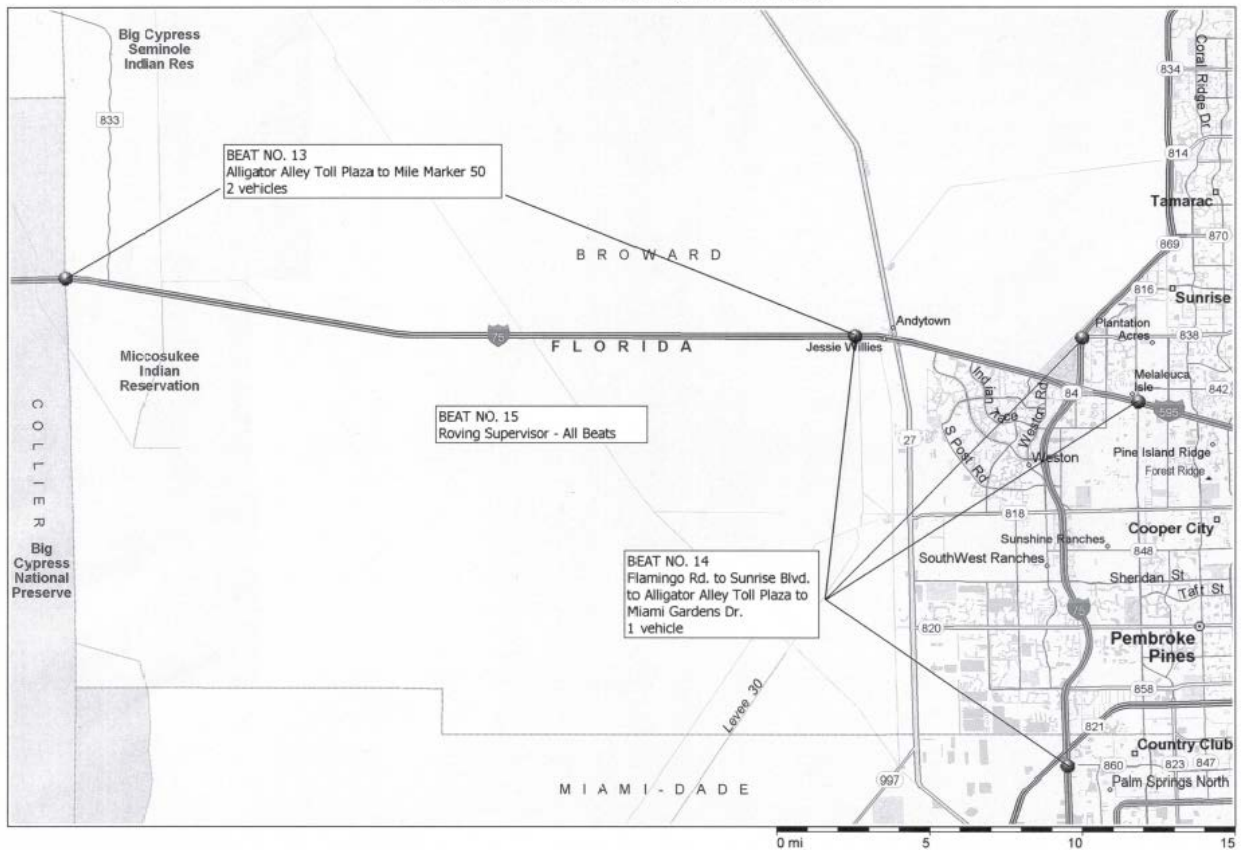


Attachment "A" Continued

I-75 Beats Schedule 1 rev 4-2014.est



I-75 Beats Schedule 2 rev 4-2014.est



Attachment "A" Continued

PALM BEACH COUNTY ROAD RANGER BEATS (Revised April 2011)

BEAT DESCRIPTIONS, NUMBER OF TRUCKS AND SCHEDULE

The patrolling area shall cover the entire I-95 corridor 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 6:00AM TO 10:00PM

SIX (6) BEATS as described below for Monday to Friday from 6:00am to 10:00pm. A total of five (6) vehicles shall be on patrol - one (1) vehicle per beat on I-95.

I-95 Beat No. 01: I-95: Hillsboro Blvd. to Atlantic Ave.

I-95 Beat No. 02: I-95: Linton Blvd. to 6th Ave.

I-95 Beat No. 03: I-95: Lantana Rd. to 45th St.

I-95 Beat No. 04: I-95: Palm Beach Lakes Blvd. to PGA Blvd.

I-95 Beat No. 05: I-95: Northlake Blvd. to Indiantown Rd.

SCHEDULE 2: MONDAY TO FRIDAY 10:00PM TO 6:00AM AND 24 HOURS A DAY ON WEEKENDS AND STATE HOLIDAYS

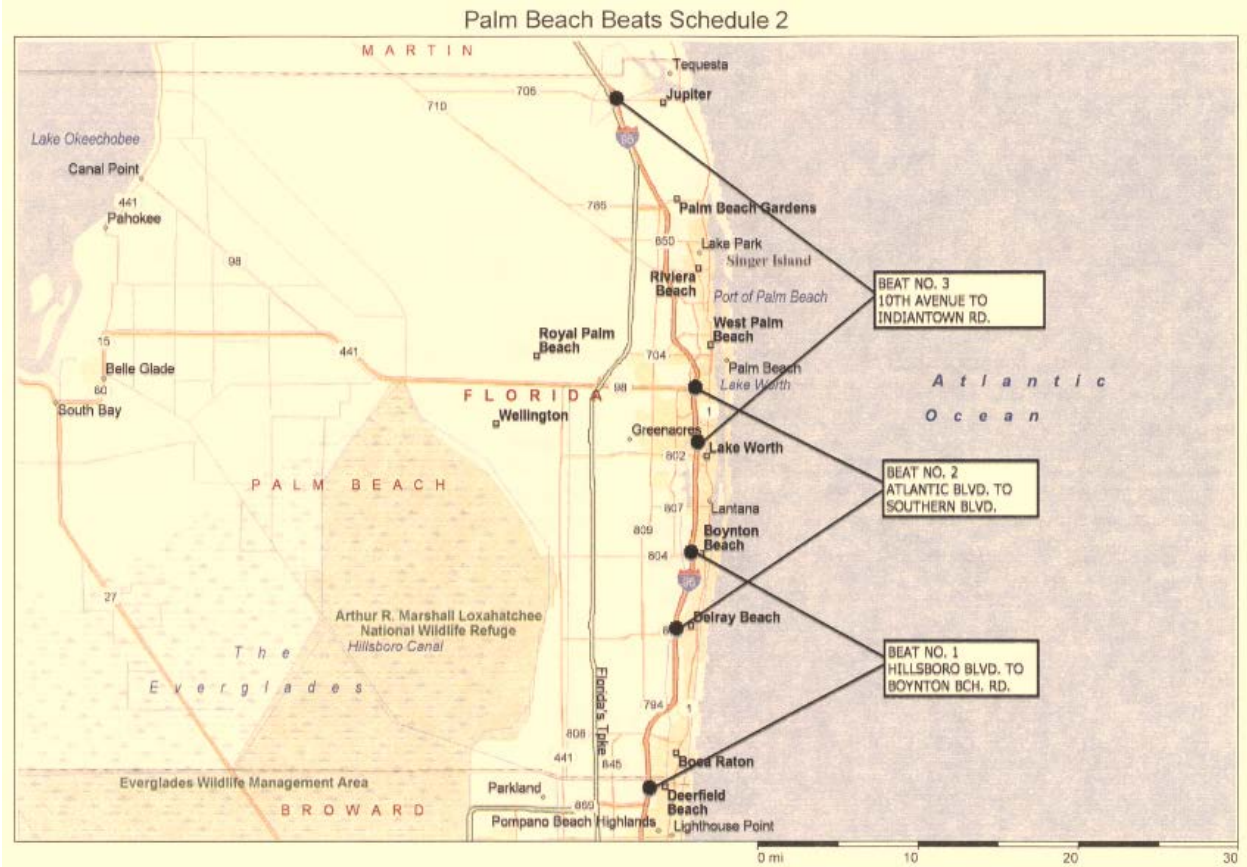
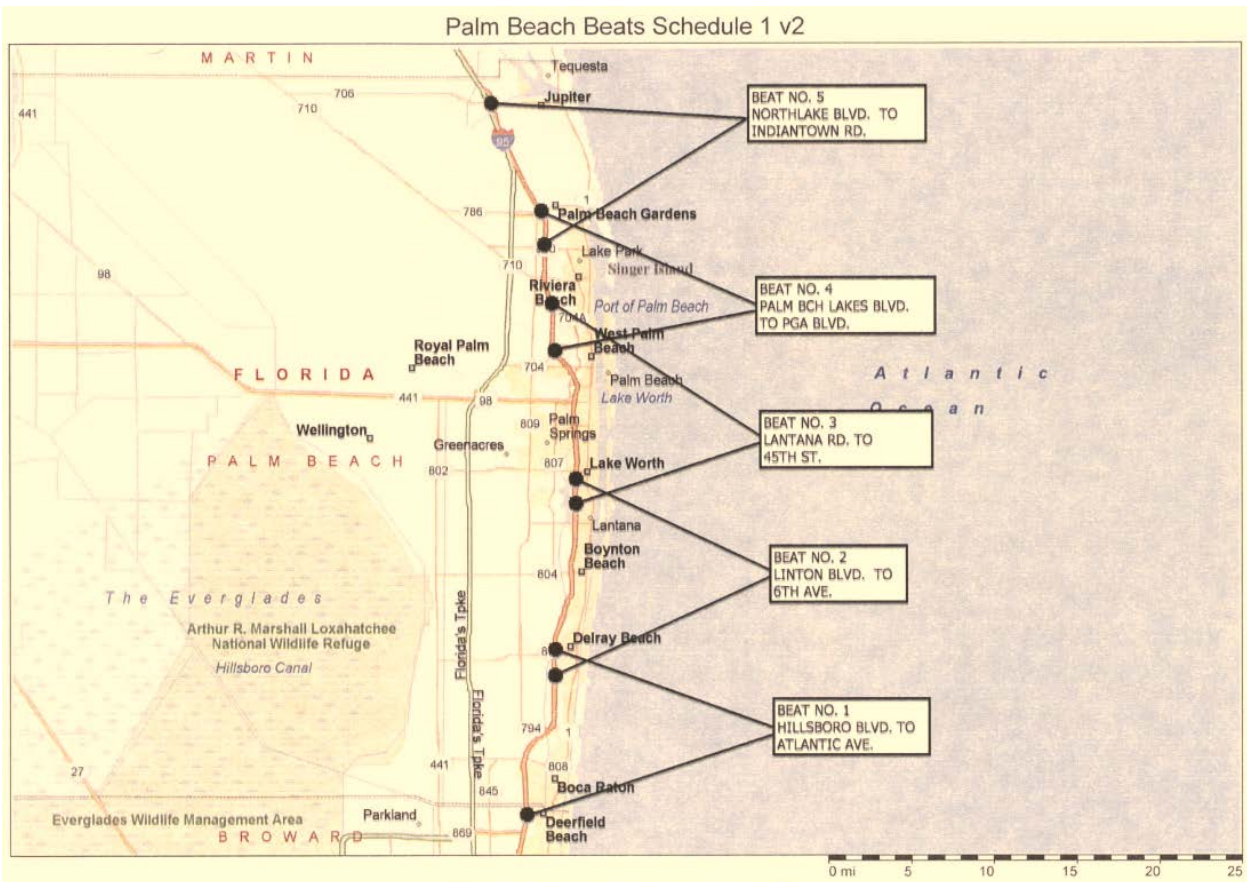
FOUR (4) BEATS as described below for twenty-four (24) hours a day, seven (7) days a week, three hundred sixty five days a year including State Holidays. A total of four (4) vehicles shall be on patrol on with one (1) vehicle per beat.

I-95 Beat No. 01: I-95: Hillsboro Boulevard to Boynton Beach Boulevard

I-95 Beat No. 02: I-95: Atlantic Avenue to Southern Boulevard

I-95 Beat No. 03: I-95: 10th Avenue to Indiantown Rd.

Attachment "A" Continued



Attachment "A" Continued

TREASURE COAST ROAD RANGER BEATS

BEAT DESCRIPTIONS, NUMBER OF TRUCKS AND SCHEDULE

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.

EIGHT BEATS as described below for **Monday to Friday** from 6:00am to 10:00pm. (Eight vehicles on patrol, one vehicle per beat):

I-95 Beat No. 01: I-95: Donald Ross Road to County Road 708

I-95 Beat No. 02: I-95: County Road 708 to Martin Highway

I-95 Beat No. 03: I-95: Martin Highway to St. Lucie Boulevard

I-95 Beat No. 04: I-95: Crosstown Parkway to Okeechobee Road

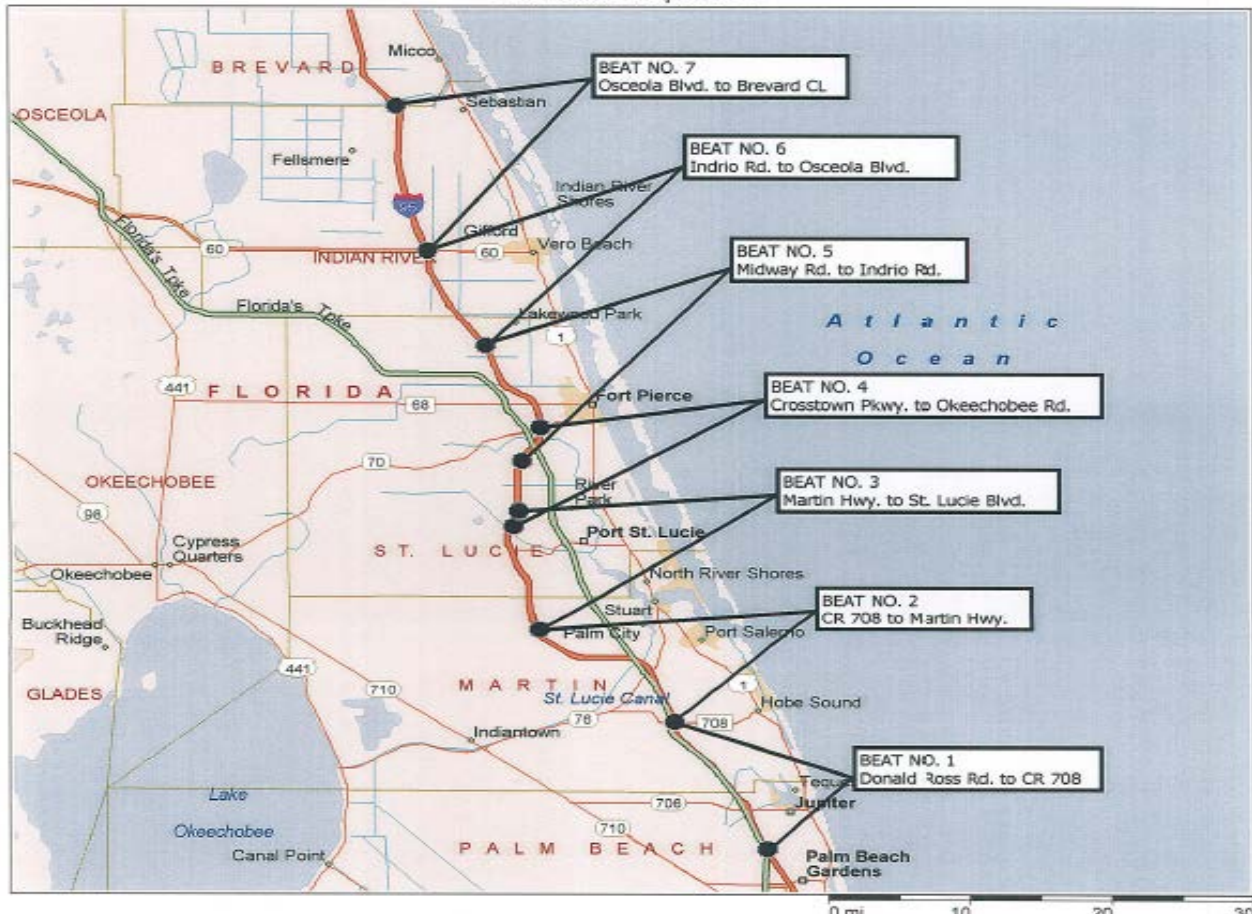
I-95 Beat No. 05: I-95: Midway Road to Indrio Road

I-95 Beat No. 06: I-95: Indrio Road to Osceola Boulevard

I-95 Beat No. 07: I-95: Osceola Boulevard to Brevard County Line

All Beats: One Roving Supervisor

TC Beat Map 2013



Attachment "B"

Customer Comment Card

Attachment "B"

ROAD RANGER SERVICE PATROL

The Road Ranger Mission is to provide FREE highway assistance services to improve safety and reduce delay for the motoring public and emergency responders.

The Road Ranger Service Patrol is a service of the Florida Department of Transportation and its partners. Road Rangers respond to all types of traffic incidents and are one of the most effective elements of the Department's Traffic Incident Management Program.

Benefits of the program are: reduction of crashes; reduction of delays to motorists; assistance to disabled or stranded motorists; and removal of hazardous debris from roadways.

The Road Rangers also relieve the Florida Highway Patrol and other emergency responders of some responsibilities, therefore giving them more time for other duties.

For additional traveler information dial 511. If you are in need of assistance while traveling on Florida's roadways please dial *FHP.

FDOT - District Four
3400 W. Commercial Blvd.
Ft. Lauderdale, FL 33309



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 80 TALLAHASSEE, FL
POSTAGE WILL BE PAID BY ADDRESSEE

**FLORIDA DEPARTMENT
OF TRANSPORTATION**
MAIL STATION 90
605 SUWANNEE ST
TALLAHASSEE FL 32399-9851



ROAD RANGER SERVICE PATROL CUSTOMER COMMENT CARD

The Florida Department of Transportation provides Road Ranger Service, FREE OF CHARGE, for your safety and convenience.

Road Rangers continuously patrol their service area looking for stranded motorists, debris on the road, traffic crashes, and other incidents. Their goal is to help motorists and keep traffic moving.

Road Ranger Service Patrol Operators are trained to provide prompt, courteous, and skillful service. Their training, experience, and judgment help them carry out their duties. Safety is always their first priority.

The Department wants to know about your experience with the Road Rangers. Please complete the postage paid Customer Comment Card below and drop in any mailbox.

Additional information on the Road Service Patrol can be found at:
http://www.dot.state.fl.us/TrafficOperations/Traf_Incident/rangers/rdranger.htm



Operator Information: _____



When did you receive help from the Road Ranger? Date: _____

Time: 12am-6am 6am-12pm 12pm-6pm 6pm-12am

Type of Service Performed:

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Fuel | Jump Start | Minor Repairs | Change Tire | Other |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | Excellent | Good | Fair |
| | | | | Poor |

Operator was Courteous and Helpful

Satisfaction with Services Provided

Road Ranger Arrival Time:

0-15 Minutes 15-30 Minutes Over 30 Minutes

Comments: _____

Attachment "C"

Motorist "Move It" Card



ON EXPRESSWAYS DIAL:

- 911 - For all emergency calls
- *FHP - To report debris, reckless or impaired drivers, road rage, disabled vehicles...
(347)

ROAD RANGERS

For more information on the expressway service patrol program, visit: www.sunguide.org

FLORIDA LAW

Accidents involving damage to vehicle or property & disabled vehicles obstructing traffic (non-moving violations - subject to fine)

F.S. 316.061: Every stop shall be made without obstructing traffic more than necessary, and, if a damaged vehicle is obstructing traffic, the driver of such vehicle shall make every reasonable effort to **MOVE THE VEHICLE** or have it moved so as **NOT TO BLOCK THE REGULAR FLOW OF TRAFFIC.**

F.S. 316.071: Whenever a vehicle is disabled on any street or highway within the state or for any reason obstructs the regular flow of traffic, the driver shall move the vehicle so as not to obstruct the regular flow of traffic or, if he cannot move the vehicle alone, solicit help and **MOVE THE VEHICLE** so as **NOT TO OBSTRUCT THE REGULAR FLOW OF TRAFFIC.**

IMPORTANT: If serious injury or fatality, all vehicles shall remain in final rest position and the scene must remain intact.

Attachment "D"

Severe Incident Response Vehicle

Computerized Road Ranger Inspection Report

Attachment "D"

SIRVApplication - 10.176.100.201

Home Vehicle Inspection **RR Inspection** Incident Report 0 pending upload(s). SIRV App Welcome tdickson. logout

Settings

RR Driver: acharles PU: TT: Location:

RR Vehicle: B00

RR Password: Comments:

SAVE RESET

| Vehicle/Equipment | Yes | No | n/a | Driver / General | Yes | No | n/a | General Equipment | Yes | No | n/a |
|-------------------------------|----------------------------------|-----------------------|-----------------------|------------------------|----------------------------------|----------------------------------|----------------------------------|-------------------------------|----------------------------------|-----------------------|-----------------------|
| Spot Light: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Intoxication: | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | PC Tablet Operable: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Battery Cables: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Obeying Traffic Laws: | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Diesel - Qty 5 Gal: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wood Blocks: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Firearms/Weapons: | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | Gas - Qty 5 Gal: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tow slings/Safety chains: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Radio (volume up): | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Water - Qty 5 Gal: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hydraulic Jack-2 ton: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | 'Move It' Cards: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Motor oil - Qty 5 Gal: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Water Coller/Cups: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Citizen Comment Cards: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Flares - Qty 24: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Work Running Lighs: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Courteous to motorist: | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Air Compressor/Tank - Qty 1: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | Grease Pens: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Tool Box - Equipped: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | Driver License: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Reflectorized cones- Qty 16: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Safety | Yes | No | n/a | Uniform | Yes | No | n/a | Dry sands - Qty 5 Gal: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wearing Sfty Vest/Gear: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Wearing Uniform: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Containers(trash) - Qty 5 Ge: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of Amber Lights: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Cleanliness: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Fire ext. 40lbs. ABC - Qty 2: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of Arrow Board: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Attire: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Pry Bar - Qty 1: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proper align. of cones: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Grooming: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Street Broom - Qty 1: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proper align. of front tires: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Name Tag: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Shovel(round,square) - Qty | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Truck properly parked: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Vest (clean): | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | 4-way lug wrenches - Qty 2: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Motorist away from harm: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Lights | Yes | No | n/a | | | | |
| First Aid Kit: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Arrow Board | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | |
| | | | | Safety Lights: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | |
| Vehicle Operation | Yes | No | n/a | | | | | | | | |
| Winch: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | | | | | |
| PTO: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | | | | | |
| DMS Board: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | | | | | |

Attachment “E”

NATO Phonetic Alphabet Codes And Signal Codes and Ten Codes

Attachment "E"

NATO PHONETIC ALPHABET

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

SIGNAL CODES

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

TEN CODES

10-4 Copy transmission
10-9 Repeat
10-10 Break
10-19 Go to base
10-20 Location
10-23 Standby
10-33 Emergency
10-45 Call by Phone
10-48 Did you receive?
10-51 Enroute
10-54 Negative
10-66 Cancel
10-70 Need wrecker
10-76 Disabled vehicle
10-97 On scene
10-98 Cleared

Attachment “F”

Emergency Stopping Site Locations
(Off Ramps)

Attachment “F”

BROWARD COUNTY

IVES DAIRY RD. – EXIT 16

95 SB: ESS on R, Sufficient shoulder on R

HALLANDALE BCH. BLVD. – EXIT 18

95 NB: ESS on L, No shoulders)

95 SB: ESS on L, Sufficient shoulder on L

PEMBROKE RD. – EXIT 19

95 NB: ESS on L, No shoulders

95 SB: ESS on L, No shoulders

HOLLYWOOD BLVD. – EXIT 20

95 NB: ESS on R, Sufficient shoulder on R

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

SHERIDAN ST. – EXIT 21

95 NB: ESS on L, No shoulders

95 SB: ESS on L, Sufficient shoulder on L & R

STIRLING RD. – EXIT 22

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

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

GRIFFIN RD. – EXIT 23

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

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

STATE ROAD 84 – EXIT 25

95 NB: No ESS, Sufficient shoulder on

L & R STATE ROAD 84 EAST – EXIT

25

95 SB: No ESS, Sufficient shoulder

on L STATE ROAD 84 WEST –

EXIT 25

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

DAVIE BLVD. – EXIT 26

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

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

BROWARD BLVD. – EXIT 27

95 NB: No ESS, Sufficient shoulder on R

95 SB: ESS on R, No shoulders

Attachment "F" Continued

SUNRISE BLVD. – EXIT 29
95 SB: ESS on R, Sufficient shoulder
on R SUNRISE BLVD. EAST. – EXIT
29A
95 NB: ESS on R, No shoulders
SUNRISE BLVD. WEST – EXIT 29B
95 NB: No ESS, No shoulders

OAKLAND PARK BLVD. – EXIT 31
95 SB: No ESS, Sufficient shoulder on
R OAKLAND PARK BLVD. EAST –
EXIT 31A
95 NB: ESS on R, Sufficient shoulder
on R OAKLAND PARK BLVD. WEST –
EXIT 31B
95 NB: No ESS, No shoulders

COMMERCIAL BLVD. – EXIT 32
95 NB: No ESS, Sufficient shoulder on R
95 SB: No ESS, Sufficient shoulder on R

CYPRESS CREEK RD. – EXIT 33
95 SB: ESS on R, Sufficient shoulder
on R CYPRESS CREEK RD. EAST –
EXIT 33A
95 NB: ESS on R, No shoulders
CYPRESS CREEK RD. WEST – EXIT 33B
95 NB: No ESS, No shoulders

ATLANTIC BLVD. – EXIT 36
95 NB: ESS on R, No shoulders
ATLANTIC BLVD. EAST – EXIT 36A
95 SB: No ESS, Sufficient shoulder on
L & R ATLANTIC BLVD. WEST – EXIT
36B
95 SB: No ESS, Sufficient shoulder on R

COPANS RD. – EXIT 38
95 NB: ESS on R, No shoulders
COPANS RD. EAST – EXIT 38A
95 SB: No ESS, No shoulders
COPANS RD. WEST – EXIT 38B
95 SB: ESS on R, No shoulders

SAMPLE RD. – EXIT 39
95 NB: ESS on R, No shoulders
95 SB: ESS on R, No shoulders

SW 10TH ST. – EXIT 41
95 NB: No ESS, Sufficient shoulder on L & R
95 SB: No ESS, No shoulders

Attachment "F" Continued

HILLSBORO BLVD. EAST – EXIT 42A
95 NB: ESS on R, No shoulders
HILLSBORO BLVD. WEST – EXIT 42B
95 NB: No ESS, Sufficient shoulder on L
95 SB: ESS on R, No shoulders

PALM BEACH COUNTY

PALMETTO PARK RD. – EXIT 44
95 NB: No ESS, Sufficient shoulder on L & R
95 SB: ESS on R Sufficient shoulder on R

GLADES RD. – EXIT 45
95 NB: ESS on R Sufficient shoulder on R
95 SB: ESS on R 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, Sufficient shoulder on L & R
95 SB: No ESS, Sufficient shoulder on R

LINTON BLVD. – EXIT 51
95 NB: ESS on R, 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, Sufficient 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, Sufficient 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

Attachment “F” Continued

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, Sufficient shoulder on L & R

10 AVENUE NORTH– EXIT 64

95 NB: No ESS, Sufficient shoulder on R

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

FOREST HILL BLVD. – EXIT 66

95 NB: No ESS, Sufficient shoulder on R

95 SB: No ESS, Sufficient shoulder on R

SOUTHERN BLVD. – EXIT 68

95 NB: No ESS, Sufficient shoulder on L & 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

Attachment "F" Continued

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

Attachment “G”

Road Ranger Disqualifying Criteria

Attachment "G"

ROAD RANGER DISQUALIFYING CRITERIA

1. The applicant has been convicted of a felony offense.
2. The applicant is currently on probation for any offense or has criminal charges pending (felony or misdemeanor).
3. The applicant has been convicted of a misdemeanor offense involving any type of theft, violence, or drug offenses, within the past three years.
4. The applicant's driver's license is currently suspended or revoked for any reason.
5. The applicant has been convicted of a crime of domestic violence or currently has a restraining order involving domestic violence or threats.
6. The applicant has been arrested for any charge involving resisting arrest, battery or assault on a law enforcement officer.
7. The applicant is wanted for any criminal offense.
8. The applicant is illegally residing in or is not approved to work in the United States.
9. The identification of adverse intelligence information regarding the applicant.
10. At the discretion of the Security Manager based on any other adverse information regarding the applicant.

Attachment “H”

Vehicle Fluid Spill Mitigation Guidelines

Attachment “H”

**Guidelines
For the
MITIGATION OF ACCIDENTAL DISCHARGES OF
MOTOR VEHICLE FLUIDS (NON-CARGO)**

**APPROVED
6/25/04**



**REVISED
2/15/11**

Attachment “H”

Guidelines

For the

MITIGATION OF ACCIDENTAL DISCHARGES OF MOTOR VEHICLE FLUIDS (NON-CARGO)

Approved 6/25/04 (Revised 2/15/11)

Purpose, Goal and Objectives

The following guidelines were prepared to outline steps that can be taken by initial responders to motor vehicle crashes to reduce the confusion and subsequent delays in re-opening roadways when spilled vehicle fluids are involved. Refer to the existing policies in place for dealing with Hazardous Material releases.

These guidelines were developed by the multi agency, Florida Statewide Traffic Incident Management (TIM) Program to clarify the goals, objectives and processes for clearing the highway of spilled motor vehicle fluids resulting from crashes and other vehicle incidents. The guidelines were reviewed and endorsed by the Florida Department of Transportation (DOT), Florida Department of Environmental Protection (DEP), and Florida Highway Patrol. The content of these guidelines is based on and consistent with the open letter to Fire-Rescue Departments and other response agencies from the Department of Environmental Protection dated July 13, 2009.

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

The goal is to provide guidance to responders and assist them in meeting the primary TIM goal of the Open Road Policy (ORP), namely to clear the traffic incident scene within 90-minutes of the arrival of the first responder. In many incidents involving this level of spill, this goal can be far exceeded if these guidelines are followed.

The objectives of these guidelines are to:

- Provide specific procedural guidance for spilled vehicle fluid cleanup, and;
- Provide a reference for the disposal of spill materials.

Definitions

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

- Absorbent materials are any materials, manufactured or natural that may be used to absorb spilled fluid, and may include commercial absorbents, sawdust, floor sweep, peat moss, absorbent pads, sand, clay or even topsoil.
- Cargo means the commercial (or other) materials being transported by the motor vehicle. Materials that are an intrinsic part of the vehicle itself are “non-cargo”, even if the vehicle is a commercial vehicle.

Attachment “H” Continued

Commercial vehicle is one that carries cargo of commercial materials for pay, and may include, but not limited to, small, medium and heavy trucks; panel trucks and vans; tractor-trailers; commercial buses.

- Defensive Actions For the purpose of these Guidelines, Defensive Actions are those actions taken to contain the vehicle fluids.
- Hazardous materials (HAZMAT) are materials posing immediate life-threatening danger to people and property, as defined in the US DOT “Emergency Response Guidebook”
- Offensive Actions For the purpose of these Guidelines, Offensive Actions are those actions taken by trained responders to plug or otherwise stop vehicle fluid leaks.
- Private vehicle is any vehicle that is used for the personal transportation of its occupants on a not-for-hire basis, and may include, but not be limited to, passenger cars and cycles, vans and SUVs, motor homes and recreational vehicles, and buses used for private purposes.
- Responders may include law enforcement, Emergency Medical Services (EMS), fire rescue, wrecker operators, Road Rangers, contractors, and DOT or local highway agencies.
- Responsible Party (RP) is the entity having dominion over the product prior to the spill, not necessarily the party responsible for the accident.
- Spill means the expulsion of any vehicle fluids upon the roadway itself or the abutting areas that cause an immediate threat to traffic by hindering its normal operation in any way (covering surfaces causing slicks, dripping onto traffic below, etc.).
- Vehicle fluid, or simply fluid(s), are non-cargo liquid materials that are spilled from the vehicle, such as gasoline, diesel fuel; motor oil; coolants; transmission, brake and hydraulic fluids. These may originate from the engine, drive train, fuel tanks, wheel assemblies, compressors, air handlers or any component of the vehicle, including tractor and trailer, as applicable.

Scope

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

The full extent of these guidelines cover crashes involving commercial vehicles. Spilled fluids from **passenger vehicle** crashes that are 25 gallons or less, are exempt from reporting requirements, but still must be cleaned up to the satisfaction of DEP by responders or the Responsible Party (RP) in accordance with this guideline for clearance.

Clearance Procedure

In situations involving the spillage of vehicle fluids on a roadway from both **commercial vehicles** and **private vehicles**, the preferred clean-up method is to soak up as much material as possible using absorbent materials. Also, move the absorbent materials out of the travel lanes and store **outside of the clear zone, following appropriate maintenance of traffic guidelines**. In some cases the material may be containerized or placed in the damaged vehicle(s) for removal by the towing company. **Note: DOT and**

Attachment “H” Continued

other crash-scene responders may apply absorbents and sweep off travel lanes regardless of the quantity It is **not** necessary to await a clean-up contractor.

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

Defensive **actions** can include containment, diking or soil berming. Offensive **actions** can include stopping the leak at the source. These efforts not only limit the size of the release, but also can help prevent the spilled material from entering storm drains. Pails, buckets, kiddie pools, as well as hand transfer pumps are typical items used to contain and limit diesel fuel spills on roadways. Before any actions are taken the materials should be properly identified using the Emergency Response Guidebook or other reference guide. Appropriate Personal Protective Equipment (PPE) should be used. Actions to be taken also depend on the responders’ level of training and expertise.

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

Responders should be aware that it often takes several hours for a clean-up contractor to arrive on-scene. Therefore, priority should be given to re-opening the travel lanes. In many cases lanes can be re-opened with a minimal effort using available absorbents applied by on-scene personnel.

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

Absorbent material moved out of travel lanes may be bagged in heavy-duty trash bags, wrapped or „diapered” in plastic sheeting, or containerized in pails or barrels. The material should be well off the travel portion of the roadway and can remain there a reasonable time to allow for disposal by the responsible party or a contractor, (paid by the RP). The material may be placed in a container and placed in the damaged vehicle(s) and removed by the towing company for proper disposal.

The containers used to hold the material should be tagged and clearly marked to indicate the type of absorbent used and the material that was spilled. It is also desirable to indicate the responsible party. Care should be taken not to overload the containers

Attachment “H” Continued

used to store the absorbents. If trash bags are used, double bag and limit each bag to about 15 pounds

The reportable quantity of 25 gallons or less does not automatically prevent or limit on scene actions to mitigate the spill. In fact **prompt intervention is encouraged** to limit the congestion impact and prevent the high probability of secondary incidents as a result of extended traffic blockage. **It is very important that every effort be made to limit the amount of time the spilled fluids are in contact with asphalt pavement.**

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

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

Vehicle fluid spills, which have soaked into soil, will require cleanup but may be completed at a later date by the responsible party. Care must be taken to locate any underground utilities prior to the excavation of contaminated soil.

Disposal options for non-hazardous fuels, oils, and other vehicle fluids include, but not limited to:

- Thermal treatment at a permitted soil burner
- The use of an approved oil hauler for liquids
- Incineration at a local landfill incinerator
- And delivery to a local Household Hazardous Waste Facility. (Some limitations may apply)

Responders should have „Right to know” instruction for handling these vehicle fluids and have completed the “Awareness” level of Hazardous Material Training at a minimum.

NOTIFICATION and REPORTABLE QUANTITIES

Florida DEP has adopted the US Environmental Protection Agency’s **Reportable Quantities (RQ)** for hazardous substances, and an **RQ of 25 gallons for spilled petroleum products** spilled on land, or any amount which causes sheen on navigable waters shall be called in. If in doubt about the amount, it is recommended the incident be reported by calling the State Watch Office, who will contact DEP’s Bureau of Emergency Response (BER).

STATE WATCH OFFICE [800] 320-0519, 24 hours, 7 days

When calling be prepared to give the location, type of fluid spilled, RP name, address and phone number.

Attachment “H” Continued

VEHICLE FLUID SPILL CLEAN-UP GUIDELINES

Quick Action Guide

Identify spill as a vehicle fluid

Stop leaking material at the source

Contain and limit spill from spreading

Apply available absorbent

Sweep material off travel lanes

Apply second application, if necessary

Gradually restore traffic flow

Identify Reportable Quantity, type of material and mark location of material

Ensure proper notification is made; State Watch Office 800/320-0519 or appropriate FDOT personnel

All of these actions should be based on responder’s level of training, use of the appropriate Personal Protective Equipment (PPE), and following relevant Maintenance of Traffic guidelines.

Attachment "I"

State of Florida

Department of Transportation
And
Florida Highway Patrol

Open Road Policy

Attachment "I"

State of Florida

OPEN ROADS POLICY AGREEMENT

(Revised January 2014)

Quick Clearance for Safety and Mobility

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

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

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

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

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

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

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

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

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

1. Roadways will be cleared of damaged vehicles, spilled cargo, and debris as soon as it is safe to do so. Reasonable attempts will be made to avoid unnecessary damage to vehicles and cargo in the process of clearing the roadway.
2. The following operating standards are based on the philosophy that the State Highway System will not be closed or restricted any longer than is absolutely necessary following a traffic crash or other roadway traffic incident.

Attachment “I” Continued

3. Florida Highway Patrol Operating Standards:

- a. Members of FHP who respond to the scene of traffic incidents will make clearing the travel portion of the roadway a high priority. When an investigation is required, it will be conducted in as expedient a manner as possible considering the severity of the incident. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completion of those tasks. FHP will close only those lanes absolutely necessary to safely conduct the investigation. FHP will coordinate with FDOT representatives to set up appropriate traffic control, establish alternate routes, expedite the safe movement of traffic at the scene, and restore the roadway to normal conditions as soon as possible.
- b. Whenever practical, damaged vehicles on access-controlled roadways will be removed to off ramps, accident investigation sites, or other safe areas for completion of investigations to reduce delays. Tow truck operators will be requested as soon as it is evident that they will be needed to clear the roadway. FHP will assure that all authorized tow operators have met established competency levels and that the equipment is of appropriate size, capacity, and design to meet all standards of the State of Florida.
- c. FHP will not unnecessarily cause any delay in reopening all or part of a roadway to allow a company to dispatch its own equipment to off-load cargo or recover a vehicle or load that is impacting traffic during peak traffic hours or creating a hazard to the public. FHP and FDOT will cooperate in planning and implementing clearance operations in the most safe and expeditious manner, to include the use of FDOT’s Rapid Incident Scene Clearance (RISC) Procedure Number 750-030-020 when and where appropriate.

4. Florida Department of Transportation Operating Standards:

- a. When requested by FHP or any other emergency response agency, FDOT will respond and deploy resources to major traffic incidents 24 hours a day, 7 days per week. Each FDOT District will develop and implement response procedures to meet the goal of providing initial traffic control within **30 minutes** of notification during the assigned working hours of each maintenance yard, and **60 minutes** after hours.
- b. FDOT, in coordination with FHP, will upgrade traffic controls, determine detour routes, and discuss clearance strategies. When requested, FDOT will provide temporary traffic controls to ensure a safe work zone for all responders and the motoring public.
- c. FDOT, in cooperation with FHP, will determine and deploy the necessary heavy equipment and manpower to reopen the roadway if there is a delay in clearing the travel lanes, or if the task is beyond the capabilities of the tow truck operator on scene. If cargo or spilled loads [non-hazardous] are involved, FDOT will make every effort to assist in the relocation of the materials in the shortest possible time, using whatever equipment necessary. All such materials or any vehicles relocated by FDOT will be moved the minimum practical distance to eliminate traffic hazards.
- d. FDOT personnel will document all hours and equipment used for traffic control, roadway clearance, and debris clean up. FDOT will place traffic control devices at the scene should any damaged vehicles or cargo remain on the shoulder adjacent to the travel lanes for removal at a later time.

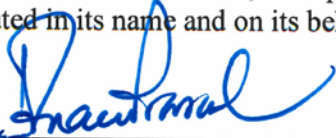
5. FDOT and FHP will continually work together to ensure that the needs of motorists on state roadways are being met in the most professional, safe, and efficient manner.

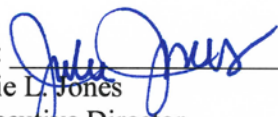
6. FHP and FDOT will evaluate and continually update and modify their operating policies, procedures, rules, and standards to assure they are consistent with this Agreement.

Attachment "I" Continued

7. FHP, together with FDOT, will research, evaluate, and conduct training in the most advanced technologies, equipment, and approved methods for the documentation and investigation of crash or traffic incident scenes. FHP, using these techniques, will prioritize the investigative tasks that impede traffic and reopen travel lanes upon completion of such tasks that must be conducted in order to minimize impeding traffic.
8. Roadways will be cleared as soon as possible. It is the **goal** of all agencies that **all incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer**. This goal is made with the understanding that more complex scenarios may require additional time for complete clearance.
9. This Agreement applies to the impacts of roadway traffic incidents and does not apply to closures that are necessary for the furtherance of motorists' safety such as those undertaken for high winds, flooding, ice, fog, smoke, or other circumstance.
10. FHP and FDOT will actively solicit and enlist other state, county, and local agencies, political subdivisions, industry groups, and professional associations to endorse this Agreement for the State of Florida.
11. FHP will be responsible for calling a meeting with FDOT in July of each year to review this policy, and make changes as necessary.
12. With the mutual agreement of both parties, this policy agreement may be terminated on an agreed upon date without penalty to either party.

In witness whereof, each party to this Agreement has caused this Agreement to be executed in its name and on its behalf by its duly authorized representative.

By: 
Ananth Prasad, P.E.
Secretary
Florida Department of Transportation

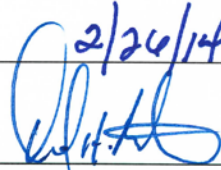
By: 
Julie L. Jones
Executive Director
Florida Department of Highway Safety and
Motor Vehicles

Date: 1-31-14

Date: 2/26/14

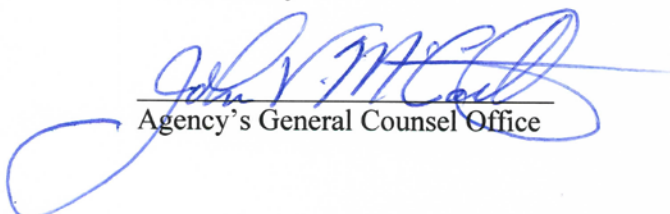
Legal Review:


Stephanie Berch

By: 
Col. David H. Brierton, Jr.
Director
Florida Highway Patrol

Date: 2/17/14

Reviewed By:

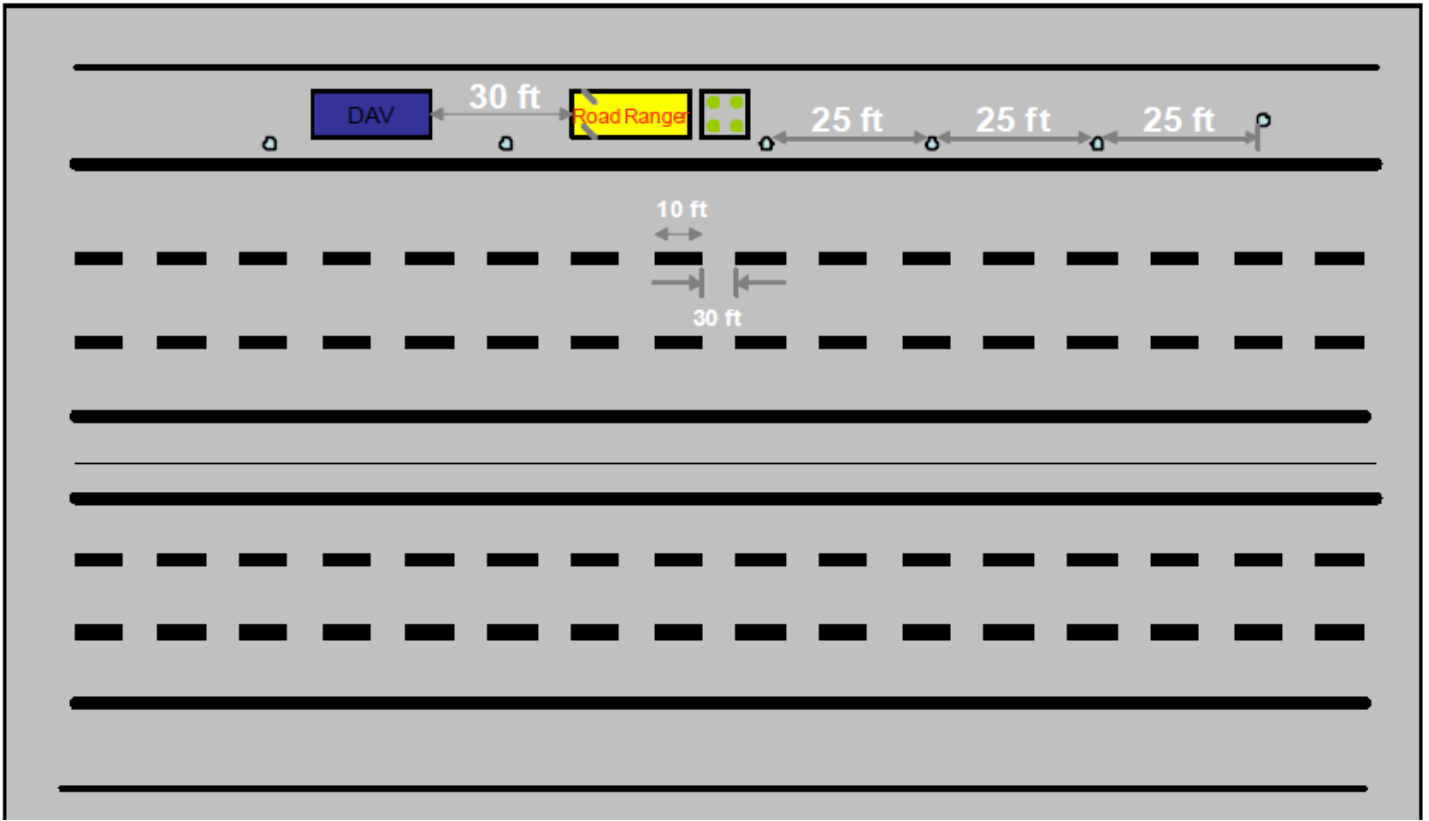

John V. McCall
Agency's General Counsel Office

Attachment “J”

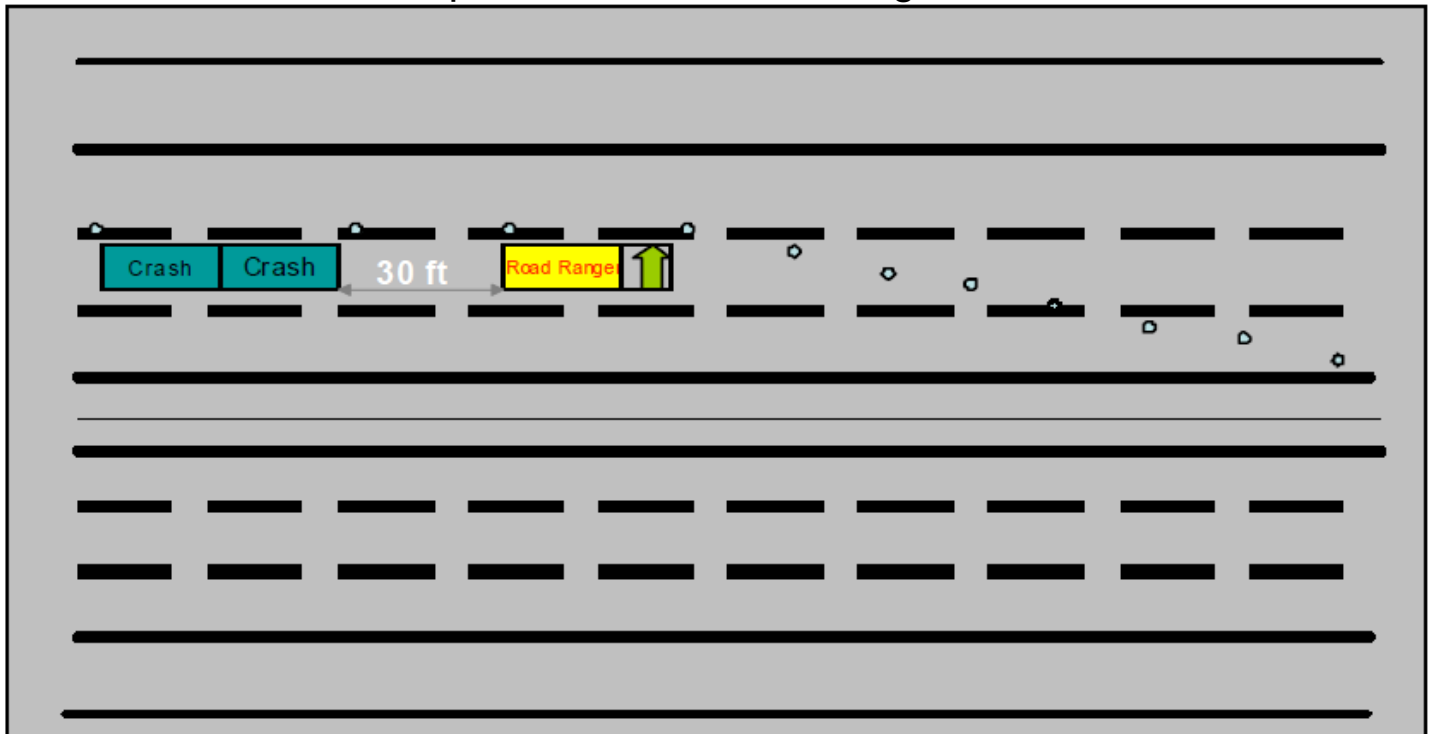
Sample Maintenance of Traffic (MOT) Diagrams

Attachment "J"

Shoulder MOT Set-Up



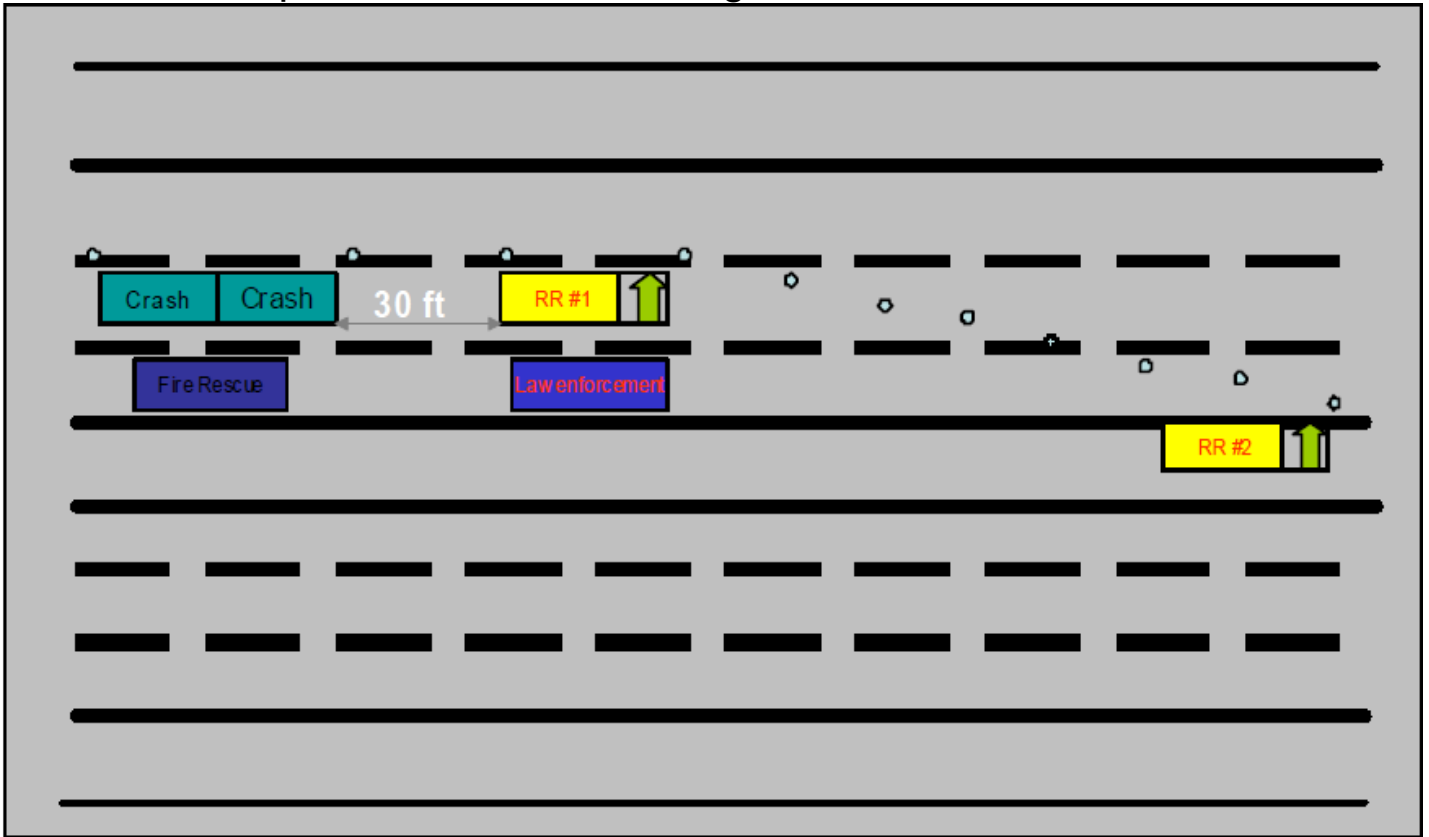
Upon Arrival – Road Ranger #1



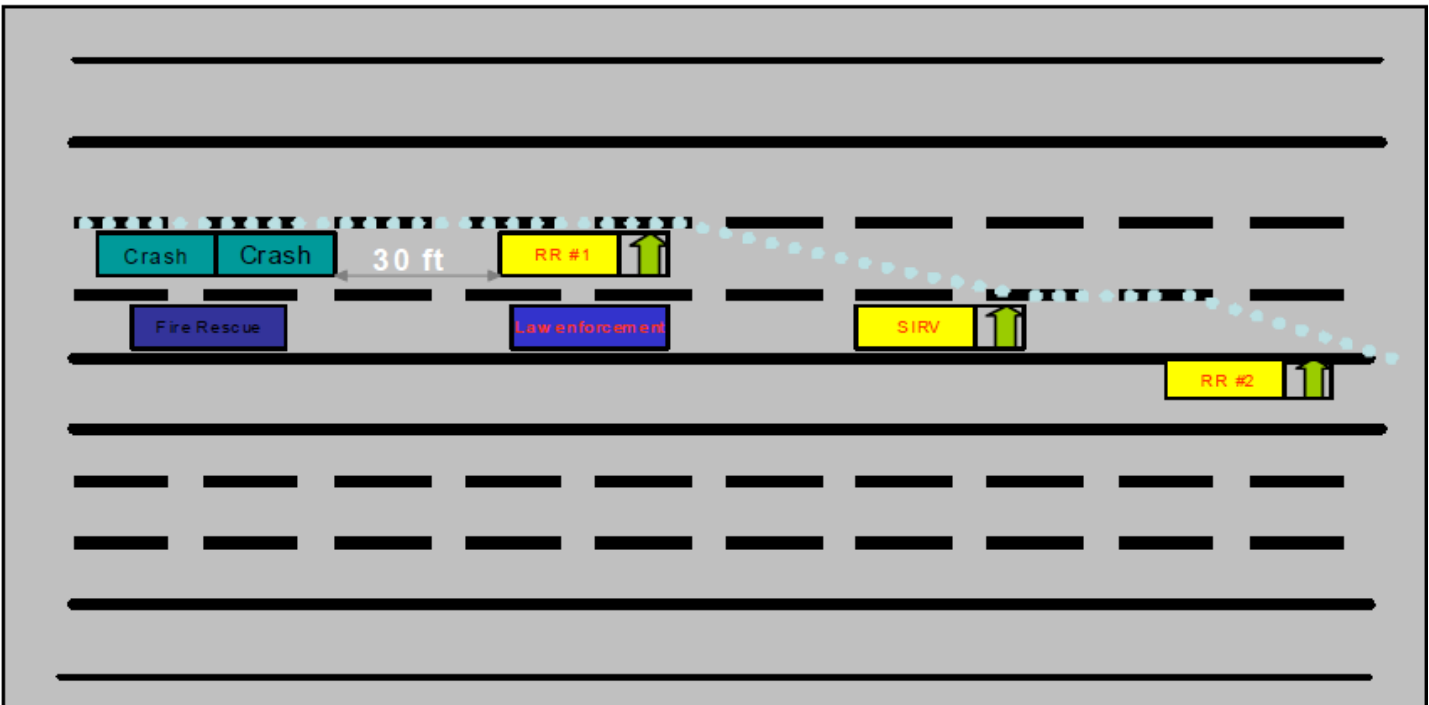
Arrive, Assess, Advise, Assist

Attachment "J" Continued

Upon Arrival – Road Ranger #2 Assist With MOT



SIRV Arrival – Upgrade MOT

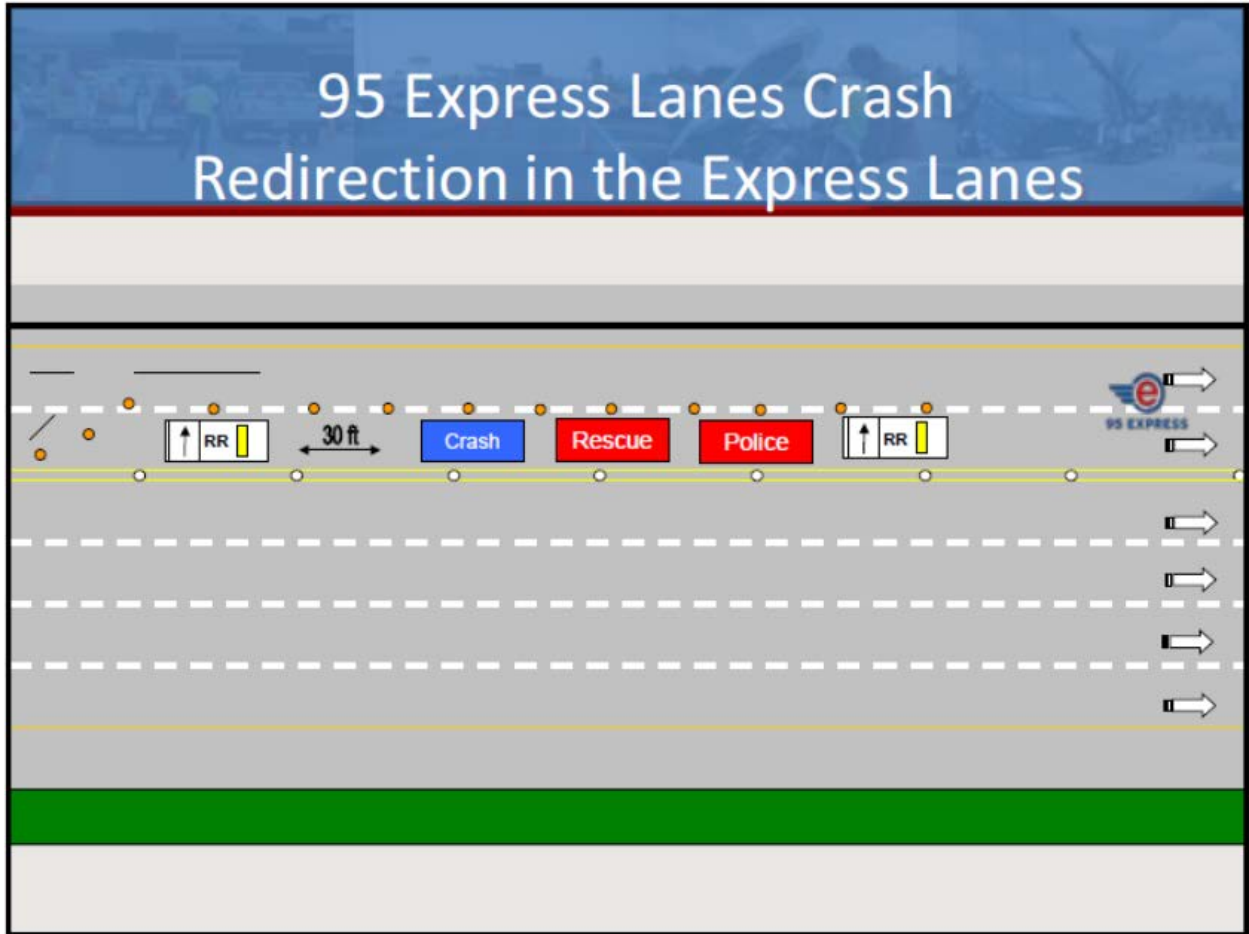


Attachment “K”

Sample “Express Lane” Diagrams

Attachment "K"

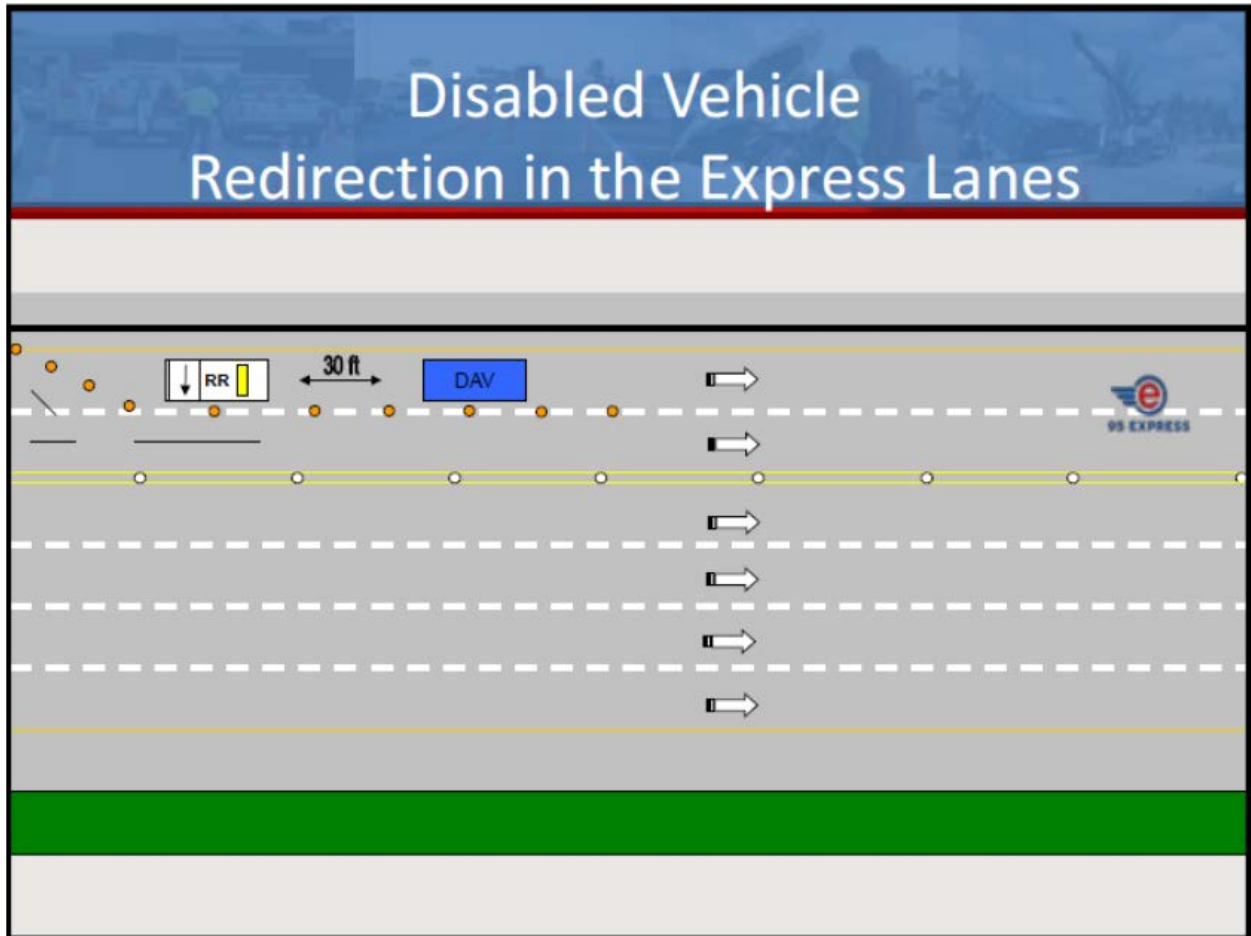
Express Lanes MOT Set-Up Scenarios



Right Lane MOT Set-Up

Attachment "K" Continued

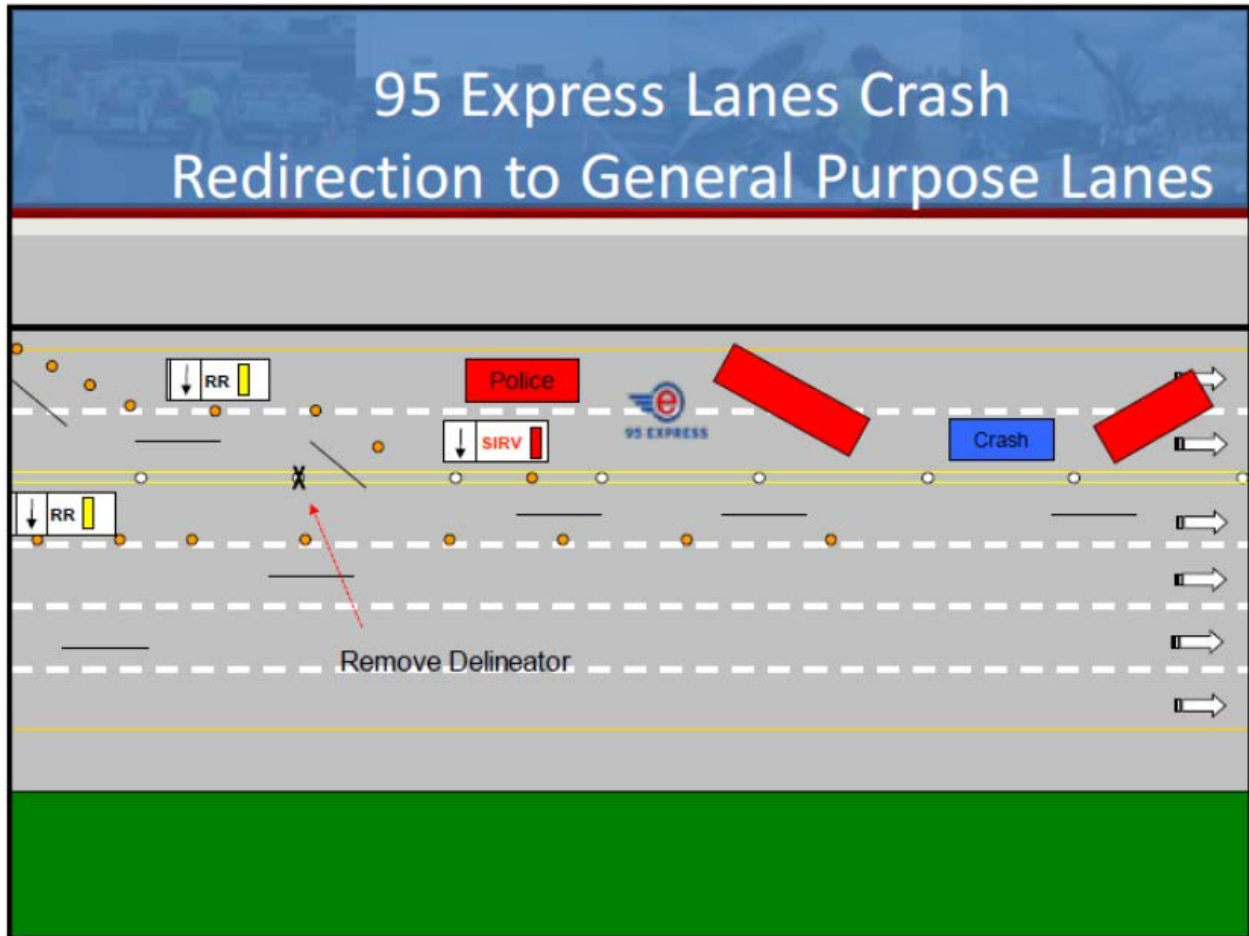
Express Lanes MOT Set-Up Scenarios



Left Lane MOT Set-Up

Attachment "K" Continued

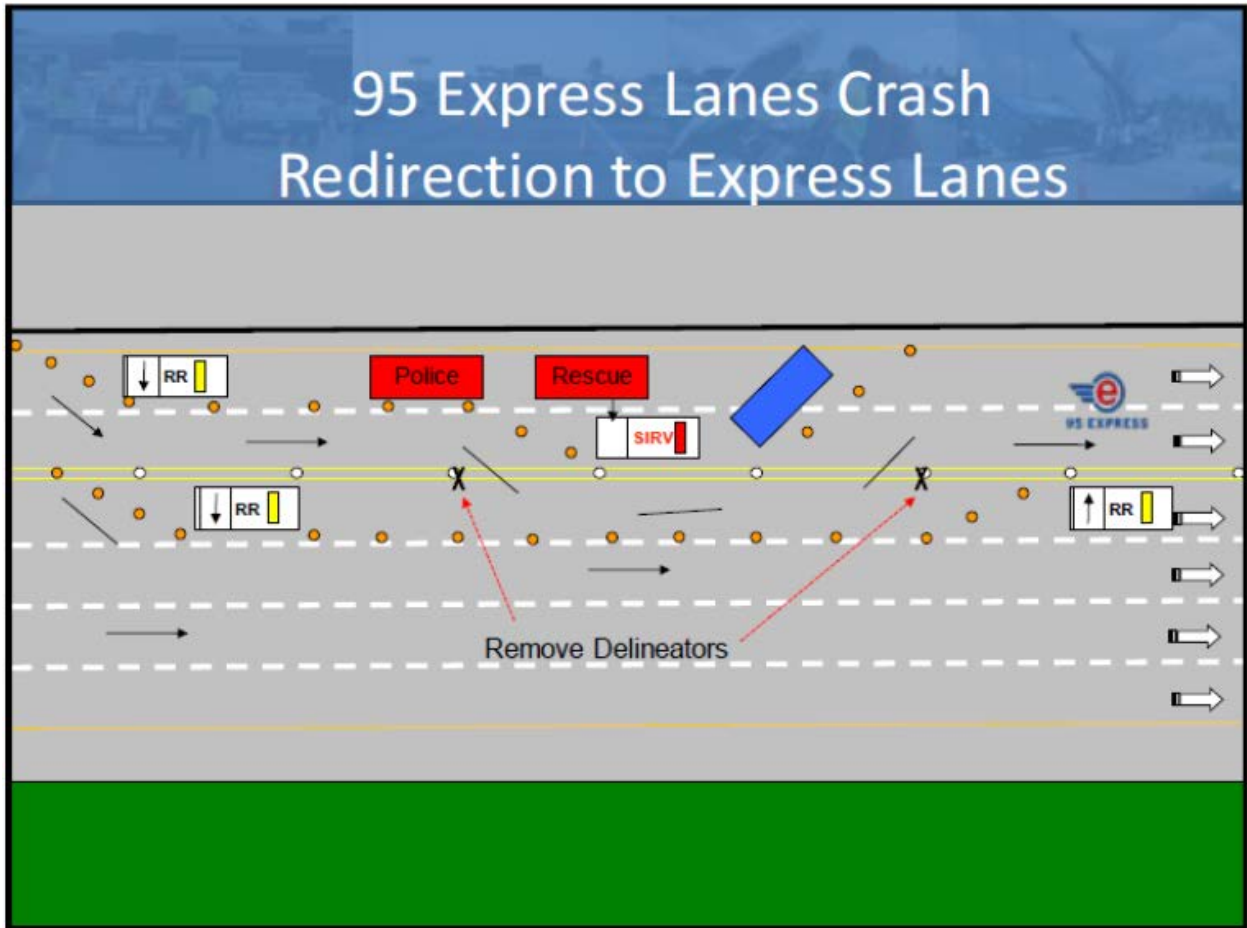
Express Lanes MOT Set-Up Scenarios



Complex MOT Set-Up for Re-direction
Out of Express Lanes to General Purpose Lanes

Attachment "K" Continued

Express Lanes MOT Set-Up Scenarios



Complex MOT Set-Up for Re-direction
Out of Express Lanes and Back Into Express Lanes