Rapid Incident Scene Clearance (RISC) Annual Report

Fiscal Year 2013/2014

September 2014

Publication of:

Florida Department of Transportation
Commercial Vehicle Operations and
Traffic Incident Management Program
605 Suwannee Street, MS 90
Tallahassee, Florida 32399

Table of Contents

Introduction 1
Overview 1
Activation Process 4
RISC Performance Summary 5
Conclusion 9
Appendix A 11

List of Figures

Figure 1: RISC Incident Timeline 5
Figure 2: RISC Activations by District 6
Figure 3: RISC Activations by Time-of-Day 6
Figure 4: Incentive Requirement Performance 7
Figure 5: Statewide Average RISC Incident Duration 9

List of Tables

Table 1: RISC Breakdown by District 2
Table 2: Incentive Bonus Breakdown 7

The Florida Department of Transportation, Traffic Engineering and Operations Office, Traffic Incident Management and Commercial Vehicle Operations Program developed and produced the document. If you would like to use or reprint any of the content in this document, please contact Shawn Kinney at (850) 410-5631, or email Shawn.Kinney@dot.state.fl.us.

Introduction

In an effort to provide the traveling public in the State of Florida with a cost-effective, high-quality transportation infrastructure, the Florida Department of Transportation (Department), in conjunction with the Florida Highway Patrol (FHP), adopted and subsequently implemented an "Open Roads Policy" for quick clearance, safety, and mobility to make travel in Florida safer and more efficient. The Rapid Incident Scene Clearance (RISC) program, a highly innovative heavy-duty towing and recovery program, supports Florida's Open Roads Policy, which establishes a 90-minute goal for clearance of a motor vehicle crash or incident on Florida's roadways. The purpose of the RISC program is to safely and quickly restore highway facilities for safe public use. This program is a major component of Florida's traffic incident management strategy.

RISC supports the Open Roads Policy by creating an incentive-based program that pays qualified, participating towing companies' monetary bonuses for meeting quick clearance goals for the rapid removal of more complex traffic incidents. In order to participate in the program, towing and recovery companies must meet equipment and training standards developed to ensure the safe and efficient clearance of major incidents.

The RISC program is most commonly used during major incidents that cause complete roadway closures on limited-access facilities where it is imperative to quickly restore traffic flow. This program does not eliminate the current FHP Class "C" (heavy-duty) wrecker class, but supplements it in those situations where there is a need for specialized equipment.

Overview

In 2004, with the goal of reducing the impact of major traffic incidents, Florida's Turnpike Enterprise (FTE) developed and implemented the RISC program. The RISC program is a major component of FTE's Traffic Incident Management Enhancements (TIME) program.

As a result of FTE's success with this program, the Department's Executive Committee agreed in March 2007 to expand the program statewide, allowing the Districts to implement RISC if they saw the need. The Department has expanded the program, which now includes five Districts and FTE. These RISC programs cover approximately 1,426 centerline miles of limited-access highways with 25 contracted vendors in those areas. Currently, RISC can only be activated for incidents on limited-access facilities.

Table 1 shows the number of RISC vendors, roadway segments, and miles of program coverage by District:

Table 1: RISC Breakdown by District

District	Number of RISC vendors	Roadway segments	Miles covered
1	2	I-75, I-275	210
2	4	I-10, I-75, I-95, I-295, and J. Turner Butler Blvd.	280
4	5	I-75, I-95, I-595	193
6	3	I-75, I-95, I-195, I-395, SR 826, and SR 970	56
7	2	I-4*, I-75, I-275	188
FTE	9	Mainline, Homestead Extension, Sawgrass Expressway, Beachline West Expressway, Seminole Expressway/Toll 417, Western Beltway, Suncoast Parkway, Veterans Expressway, Southern Connector Extension/Toll 417	460

Note: District 7 manages the RISC program on I-4, not only in their own geographical area, but also in Polk County for District 1 as well.

During the 2013/14 fiscal year (July 2013 to June 2014), five Districts and FTE activated the RISC Program 125 times with bonus-incentive payments to vendors totaling $277,500. This report provides information on the RISC program and an overall review of statewide RISC program performance.

The RISC program differs from standard towing practices currently in place across the state. In the past, a towing company would be called to a major traffic incident. Upon arrival, the tow unit would recognize that they did not have the proper equipment to clear the incident. As a result, they would need to request additional equipment, further delaying the clearance and re-opening of the roadway. RISC contractors are required to have multiple tow vehicles capable of lifting larger loads; they must also have additional agreements in place to quickly obtain front end loaders, roll off dumpsters, and other specialized recovery equipment to safely and quickly clear an incident. The RISC program ensures that the proper equipment and personnel are expeditiously brought to the incident scene when needed.

RISC is typically activated for incidents involving:

- Tractor-trailer combinations;
- Trucks over 16,000 pounds;
- Motor homes and motor coaches;
- Busses capable of carrying 16 or more passengers;
- Aircraft and;
- Large yacht-type boats and mobile homes.

In addition, any complex or extended incident where vehicles cannot be easily towed from the scene, or are creating a hazard to traffic, may be candidates for using the RISC vendor.

In some locations, the Department selects multiple vendors as RISC providers. In areas where multiple vendors are available, a rotation system similar to that of the non-RISC tow companies is utilized. In the RISC vendor rotation process, once a vendor responds to a RISC incident, that vendor falls to the bottom of the rotation list and the next qualified vendor is called for the next RISC incident.

Towing and recovery companies must meet all of the qualifications shown in the RISC Invitation to Negotiate to become a RISC vendor. Once approved, the vendor can then respond to RISC activation requests. To receive any type of RISC incentive, vendors are required to arrive on scene within 60-minutes of being notified with all required equipment and have the scene cleared within 90-minutes after being given the notice to proceed (NTP).

The RISC contract has a very specific list of equipment requirements that the vendor must either own or have contracts with companies who can rapidly respond with them when requested.

Required equipment[1]:

- One 50-ton capacity (or heavier) wrecker and one 35-ton capacity (or heavier) wrecker
- One of the above on-scene wreckers shall be a rotator
- A recovery support vehicle with roof-mounted arrow board stocked with the Federal Highway Administration's *Manual on Uniform Traffic Control Devices* compliant traffic control devices along with additional tools and equipment.
- One heavy–duty skid steer loader with bucket, broom, and fork attachments
- A disposal company that can deliver dumpsters for incident debris
- One tilt bed lowboy semi-trailer
- One tandem axle tractor
- One rubber tired front end loader
- A source of bulk sand
- A maintenance-of-traffic contractor
- A vacuum or suction service

During the fiscal year, the Districts activated RISC for incidents involving tankers, heavy duty cargo trucks, dump trucks, a twin engine aircraft, and an over-turned bus. Each of these events was unique in either the location of the incident or the type of vehicle involved; each required specialized equipment and operator expertise to safely and quickly re-open the highway.

[1] Each wrecker and recovery support vehicle are required to have the full listing of smaller support equipment and all tools listed in the RISC contract.

Many times, incidents are not simple recovery efforts as cargo trailers break apart or bulk materials such as sand spill onto the highways. Once this occurs, the additional components of the RISC program become evident as the RISC vendor quickly brings extra equipment to the scene to expedite re-opening the road. Once the RISC vendor brings this equipment to the scene and uses it during the recovery effort—again, meeting the 90-minute goal—an additional incentive can be awarded.

Activation Process

RISC activation for an incident can occur via the transportation management center (TMC), investigating law enforcement officer, or the on-scene authorized Department representative. Once the decision to activate RISC has occurred, the TMC or the FHP regional communications center operator contacts the appropriate RISC vendor to request RISC activation. The vendor must respond that the RISC activation request has been received within 15 minutes. If the vendor fails to respond and another vendor is available for the area, the Department notifies the next listed vendor, who is provided with the same 15-minute response opportunity.

The vendor has 60-minutes from the first activation request attempt by the TMC or FHP to arrive on-scene with the two specified recovery units and a recovery support vehicle to qualify for the RISC incentives. The RISC contract specifies the response areas, which have been agreed upon by the Department and the RISC vendor in advance. In the event that the vendor is requested to respond to a location outside of the agreed upon areas, the vendor is allowed additional response time. The vendor is eligible to receive a $600 flat rate incentive for responding to the incident if they are not used in the recovery effort. Should the RISC vendor fail to arrive within the 60-minute period, they are ineligible to receive any RISC incentive whatsoever.

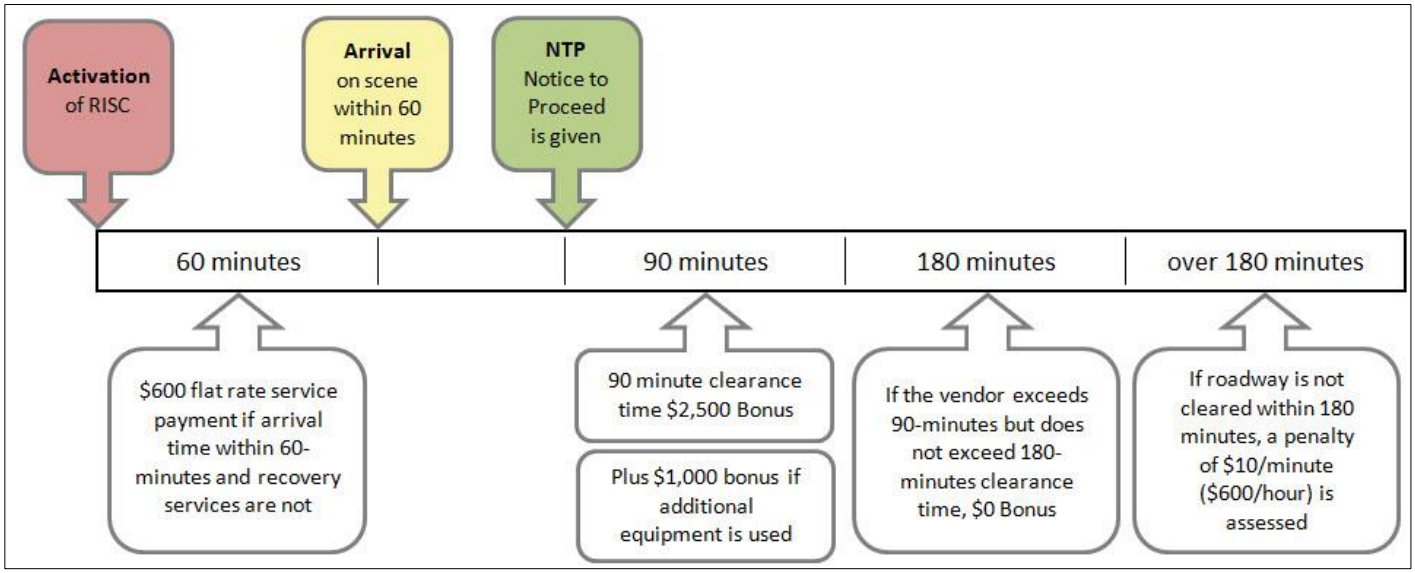
Once the vendor arrives at the incident scene and notifies the investigating law enforcement officer or designated Department representative, the vendor must wait for the issuance of the NTP. The NTP is the official authorization for the vendor to begin recovery operations. Since every incident is unique, this time can range from just a few minutes to an hour or even longer if the incident is complicated. During this time, the vendor has the opportunity to assess the incident and plan the recovery strategy, but cannot officially begin recovery operations. During some incidents, the vendor is allowed to work with the responders to stabilize the vehicle for rescue operations or reposition the vehicle to aid firefighters prior to receiving the NTP.

Once the NTP is issued, the vendor has 90 minutes to clear the vehicles, debris, and non-hazardous vehicle fluids resulting from the incident from the travel lanes and open the lanes for traffic. If the vendor meets the 90-minute goal, then the vendor is eligible to receive the standard incentive of $2,500. Should the vendor exceed the 90-minute clearance time goal, but not exceed 180 minutes, no incentive is awarded. Recovery operations that exceed 180 minutes after the NTP is issued can be assessed liquidated damages in the amount of $10 per minute or $600 per hour.

Extra equipment, such as roll-off dumpsters, skid steer loaders, or low-boy trailers are periodically needed to clear vehicles that are too severally damaged for towing or for spilled loads that occurred as a result of the crash. The RISC contract specifies that an additional extra equipment mobilization bonus can be awarded to the vendor if the extra equipment is officially requested and brought to the incident scene. The amount of $600 can be awarded if this equipment is brought to the scene and not used in the recovery effort; if any of the extra equipment is utilized in the recovery effort, then this amount is increased by $400 to a total of $1,000.

The RISC vendor can receive up to a maximum of $3,500 of incentive bonuses for each RISC incident.

Figure 1: RISC Incident Timeline

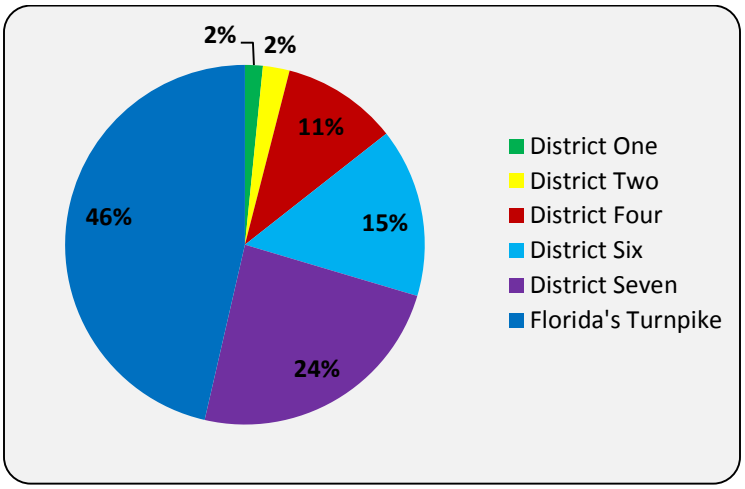


RISC Performance Summary

The data utilized in this report was submitted by the Districts from their respective programs. The goal of this report is view the program as a whole, not to gauge the performance of individual District programs or towing operators.

The Department's Traffic Engineering and Operations Office (TEOO) receives RISC data from the Districts and compiles it into a single spreadsheet (Appendix A). Currently, Districts 1, 2, 4, 6, 7, and FTE have RISC vendors. These vendors cover approximately 1,426 centerline miles of limited-access roadways within the state. Of the total 125 RISC activations statewide in this fiscal year, 46 percent occurred on roadways managed by FTE which has 460 centerline roadway miles of limited-access roadways.

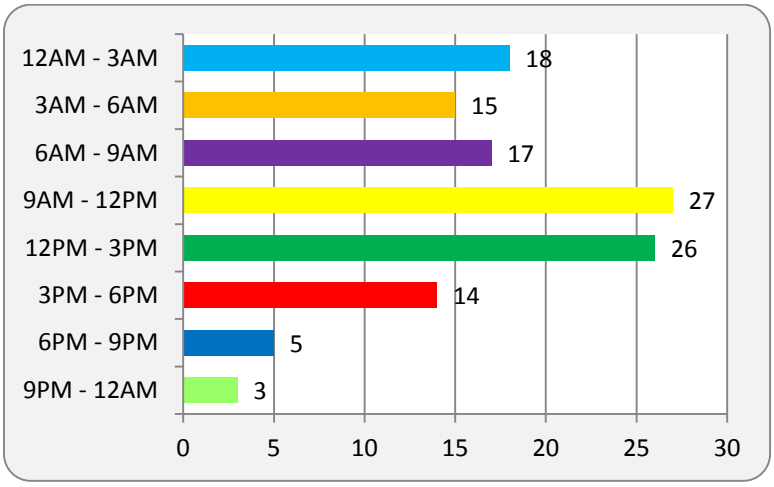
Figure 2: RISC Activations by District



Activations by District	
District One	2
District Two	3
District Four	13
District Six	19
District Seven	30
Florida's Turnpike	58
TOTAL	**125**

Figure 3 provides a snapshot of the time of day RISC activations occurred in during the fiscal year. A review of the data shows that the most active RISC periods were from 9am to 12pm and 12pm to 3pm, with between 20 and 21 percent of the activations occurring during this time. The most active 12-hour period was from 3am to 3pm; this period accounted for 68 percent of the RISC activations.

Figure 3: RISC Activations by Time-of-Day



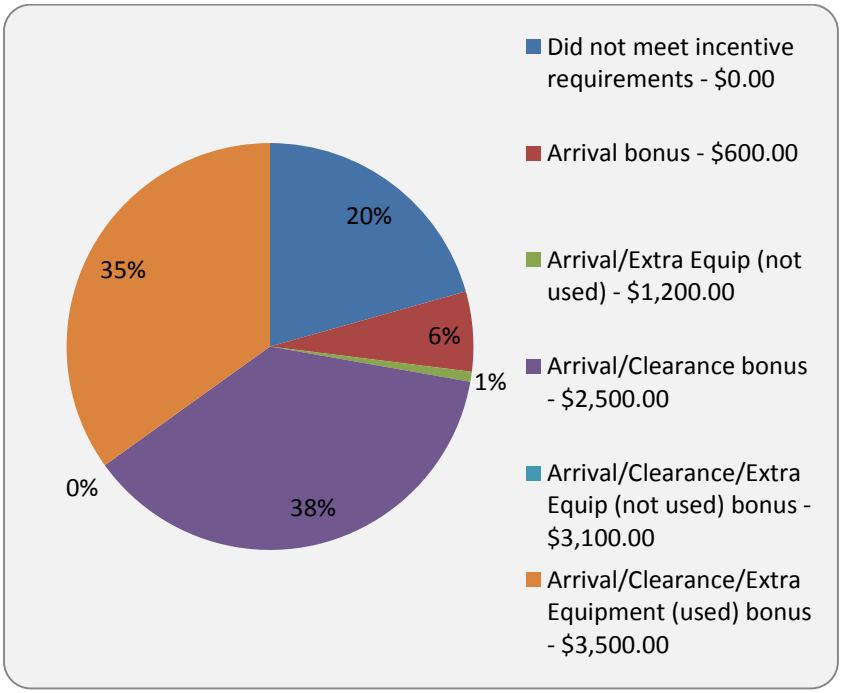
Activations by Time-of-Day	
12AM – 3AM	14%
3AM – 6AM	11%
6AM – 9AM	13%
9AM – 12PM	21%
12PM – 3PM	20%
3PM – 6PM	11%
6PM – 9PM	4%
9PM – 12AM	2%

Out of the total RISC activations, 80 percent achieved the incentive bonus requirements as outlined in the RISC contracts, which is slightly lower than last year's percentage of 84 percent. The Department paid $277,500.00 in incentive bonus funds during this fiscal year compared to $292,700.00 last year. The incentive bonus breakdown is as follows:

Table 2: Incentive Bonus Breakdown

Number of Qualifying Activations	Incentive Bonus Achieved
8 (6%)	$600 incentive bonus – RISC activated, but not used for the recovery effort
1 (<1%)	$1200 incentive bonus - RISC activated and extra equipment activated, but not used for the recovery effort
47 (38%)	$2,500 incentive bonus – RISC activated, vendor arrived within 60 minutes and cleared the incident within 90 minutes of the NTP without any extra equipment requested
0	$3,100 incentive bonus – RISC activated, vendor arrived within 60 minutes and cleared the incident within 90 minutes of the NTP, extra equipment was requested and arrived, but not used in the recovery effort
44 (35%)	$3,500 incentive bonus (maximum allowed) – RISC activated, vendor arrived within 60 minutes and cleared the incident within 90 minutes of the NTP, extra equipment was requested, arrived, and utilized in the recovery effort
25 (20%)	No incentive bonus received, either due to late arrival (exceeded 60-minute arrival) or exceeded 90-minute clearance time after the NTP

Figure 4: Incentive Requirement Performance



Incentive Requirement Performance	
Achieved Incentive Bonus Requirements	100
Failed to Achieve Bonus Requirements	25
TOTAL	125

While all of the above information should be considered in the program performance review, the most important assessments are those that measure the time and duration of the entire incident,

which has a direct impact on traveler delay. The main goal of the RISC program is to reduce delays associated with the clearance of major incidents; these delays are not specifically measured in this report.

For analysis purposes of this report, times related to RISC events have been broken down into four segments as follows:

- Activation –From when the initial incident occurs and when RISC vendor is notified of activation of RISC.
- Arrival – This time is from when the RISC vendor is notified to their on-scene arrival, with all required equipment, at the incident location.
- NTP – The time period from when the RISC vendor arrives to authorization to begin work.
- Clearance – The time period from when the RISC vendor is given the NTP to when all lanes are open to traffic.

Activation

Each incident begins in the same manner, with notification that an incident has occurred and dispatch of responders to the scene. Since the RISC program's inception, first responders have been asked to "think RISC" as they arrive on scene, as each minute of delay in activating RISC can result in further delays caused by the additional traffic congestion that is created by an incident. The average RISC activation time for this fiscal year was 22.9 minutes, which is an increase from last fiscal year's average activation time of 24.9 minutes. This time varies widely throughout the state depending on several factors: law enforcement arrival, incident scene assessment, incident identification as a RISC event, etc. This year's activation times ranged from less than one minute to a maximum of 80 minutes.

Arrival

The second segment of time that is analyzed is the vendor arrival time. RISC vendors agree to respond to incidents within 60-minutes of notification of RISC activation. In certain circumstances, the vendor is allowed to exceed the 60-minute goal; however, this must be approved in advance by the Department. The average RISC arrival time in this fiscal year was 44.6 minutes, which is a slight decrease from last fiscal year's average arrival time of 46.8 minutes. This time is still within the contract limits.

NTP

The third time segment, NTP, is the time in which the vendor is authorized to begin recovery activities. Once given, the vendor has 90 minutes to clear the incident from the travel lanes, with a few exceptions (Note: In a few situations, the vendor was given the NTP prior to the arrival of all RISC units on-scene). This time varies based upon the time it takes for the field incident investigation to be completed or, in some cases, for completion of hazardous material clean-up. This time is often used by the vendor to assess the scene allowing him to analyze the incident and determine the most expedited approach for cleanup. The average NTP was 24.7 minutes, which is

a decrease in time from last fiscal year's average of 34.1 minutes. Our goal this year is to research the results for the NTP and determine what can be done to improve this time.

Clearance

Clearance time for opening all lanes ranged from 1 to 841 minutes with an average of 70.01 minutes, which is a decrease of 8.99 minutes from last fiscal year's average of 79.0 minutes. Although the overall average falls within the 90-minute limit goal, it is imperative that the Department review those events that did not meet the clearance goal to determine if those incidents met all of the requirements for RISC activation. If not, then additional training may be required to ensure that all responders are aware of the RISC activation criteria.

Figure 5: Statewide Average RISC Incident Duration

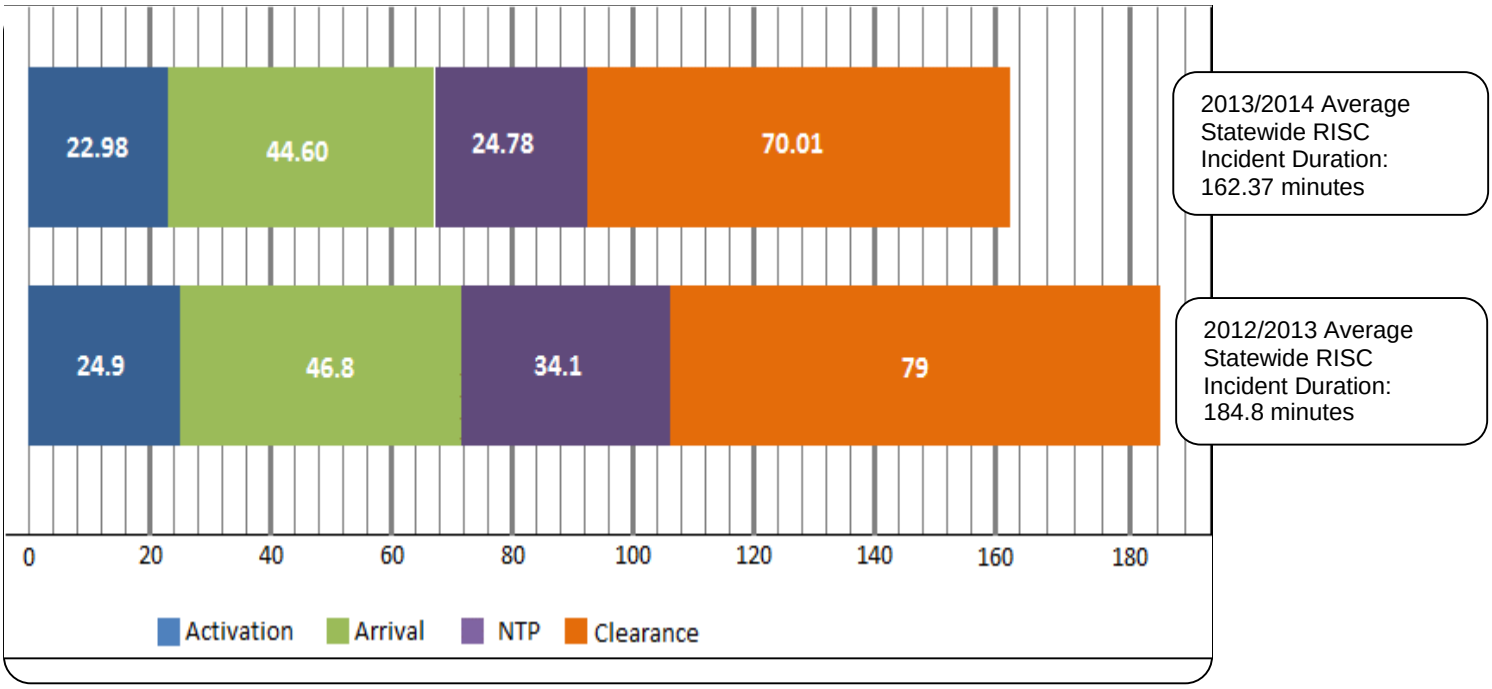


Figure 5, above, illustrates a comparison of the total average time for the segments of a RISC event for both this fiscal year and last; however, the Department must also consider the event as a whole and look at the total incident duration time. Totaling the averages of the four time segments for RISC clearance provides an average total incident duration time of 162.37 minutes, which is a decrease from last fiscal year's total of 184.8 minutes.

Conclusion

According to the *2012 Urban Mobility Report*, published by the Texas A&M Transportation Institute, Americans spend 5.5 billion hours and 2.9 billion gallons of fuel every year sitting in traffic. Additionally, secondary crashes due to congestion caused by a previous traffic

incident are estimated to represent 20 percent of all crashes. The benefits of reduced incident duration through effective traffic incident management programs are clear and well documented. Studies prove that the likelihood of a secondary crash increases 2.8 percent for each minute the primary accident continues to be a hazard.

The RISC program is another tool that enhances the Department's ability to safely and quickly clear major crashes on Florida's limited-access highways. The program's success is due to cooperation and coordination among the agencies and towing companies. By requiring RISC vendors to clear an incident scene within 90 minutes of receiving the NTP, Florida's RISC program is helping to minimize secondary crashes and decreasing the time the traveling public spends in congestion. Having the proper equipment and qualified operators available maximizes clearance efforts and minimizes the potential for additional delays.

The average activation, NTP, and clearance times all increased for the RISC program during this reporting period. Several incidents incurred significant delays in the issuance of NTPs and several others had significant clearance delays. These incidents impacted the overall averages in these measurement areas. The Traffic Engineering and Operations Office staff, in cooperation with their District counterparts, will determine the actions needed to improve the RISC program, with an overall goal of lowering the total incident duration average for RISC events.

Appendix A

Date	Initial Notification	Activation	Arrival	NTP	All Lanes Open	Extra Equip. Needed (Y/N)	Incentive Paid
7/1/2013	2:09 AM	2:22 AM	3:14 AM	3:45 AM	4:02 AM	N	$2,500.00
7/1/2013	10:43 AM	11:02 AM	11:53 AM	12:10 PM	12:59 PM	Y	$3,500.00
7/5/2013	11:18 AM	11:26 AM	12:17 PM	12:21 PM	1:47 PM	Y	$3,500.00
7/6/2013	11:11 AM	11:55 AM	12:53 PM	1:15 PM	2:00 PM	Y	$3,500.00
7/9/2013	12:14 PM	12:22 PM	1:00 PM	1:15 PM	2:20 PM	Y	$3,500.00
7/11/2013	2:14 PM	2:26 PM	3:02 PM	3:07 PM	3:58 PM	N	0
7/15/2013	5:09 AM	6:14 AM	7:07 AM	7:07 AM	7:58 AM	Y	$3,500.00
7/15/2013	9:46 AM	10:02 AM	10:47 AM	11:01 AM	12:09 PM	Y	$3,500.00
7/16/2013	1:32 PM	1:35 PM	2:12 PM	2:21 PM	3:41 PM	N	$2,500.00
7/19/2013	8:40 AM	8:48 AM	9:25 AM	9:27 AM	9:46 AM	N	$2,500.00
7/20/2013	8:32 AM	8:42 AM	9:17 AM	9:24 AM	10:24 AM	Y	$3,500.00
7/22/2013	5:03 PM	5:20 PM	6:27 PM	6:32 PM	7:06 PM	Y	$3,500.00
7/26/2013	2:55 PM	2:59 PM	3:41 PM	3:51 PM	5:21 PM	Y	$3,500.00
7/30/2013	12:31 PM	12:38 PM	1:23 PM	1:24 PM	2:09 PM	N	$2,500.00
7/31/2013	10:30 PM	10:55 PM	11:42 PM	12:20 AM	1:25 AM	N	$2,500.00
8/2/2013	1:16 AM	1:53 AM	3:18 AM	3:21 AM	4:19 AM	N	0
8/3/2013	12:00 PM	12:13 PM	12:52 PM	1:59 PM	3:00 PM	Y	$3,500.00
8/19/2013	4:58 AM	6:14 AM	7:04 AM	8:01 AM	8:36 AM	Y	$3,500.00
8/20/2013	1:12 AM	1:41 AM	2:27 AM	2:33 AM	3:05 AM	Y	$3,500.00
8/20/2013	2:22 AM	3:42 AM	4:39 AM			Y	$1,200.00
8/23/2013	2:32 PM	2:49 PM	3:31 PM	3:49 PM	5:06 PM	Y	$3,500.00
8/26/2013	2:59 PM	3:11 PM	3:45 PM	3:53 PM	4:32 PM	N	$2,500.00
8/27/2013	4:31 AM	4:40 AM	5:33 AM	5:39 AM	6:35 AM	N	$2,500.00
9/3/2013	2:27 AM	2:33 AM	3:18 AM	5:40 AM	7:41 AM	N	0
9/13/2013	12:27 AM	12:37 AM	1:33 AM	1:51 AM	3:19 AM	N	0
9/13/2013	8:50 AM	9:00 AM	9:43 AM	9:45 AM	11:09 AM	Y	$3,500.00
9/16/2013	3:40 AM	3:54 AM	4:37 AM	7:56 AM	11:36 AM	N	0
9/17/2013	10:06 AM	10:36 AM	11:21 AM	12:30 PM	1:05 PM	N	$2,500.00
9/20/2013	12:19 PM	12:22 PM	12:56 PM	12:57 PM	1:50 PM	Y	$3,500.00
9/23/2013	5:07 AM	5:18 AM	6:00 AM	6:24 AM	8:11 AM	Y	$3,500.00
9/23/2013	5:43 AM	6:13 AM	7:26 AM	7:26 AM	8:16 AM	N	0

Date	Initial Notification	Activation	Arrival	NTP	All Lanes Open	Extra Equip. Needed (Y/N)	Incentive Paid
9/24/2013	5:00 AM	5:05 AM	5:54 AM	6:29 AM	7:17 AM	N	$2,500.00
9/24/2013	6:04 AM	6:14 AM	6:48 AM	7:00 AM	7:55 AM	N	$2,500.00
9/24/2013	6:45 AM	7:52 AM	8:53 AM	8:59 AM	9:28 AM	Y	$3,500.00
9/25/2013	5:35 AM	5:50 AM	6:39 AM	6:46 AM	7:36 AM	N	$2,500.00
9/25/2013	5:04 PM	5:17 PM	6:17 PM	6:17 PM	7:28 PM	Y	$3,500.00
9/27/2013	5:04 PM	5:05 PM	5:45 PM	5:50 PM	6:45 PM	Y	$3,500.00
10/4/2013	5:09 PM	5:41 PM	6:35 PM	7:25 PM	10:10 PM	Y	0
10/17/2013	1:59 PM	2:09 PM	2:36 PM	4:14 PM	5:31 PM	Y	$3,500.00
10/18/2013	5:13 PM	5:33 PM	6:13 PM	6:17 PM	6:44 PM	Y	$3,500.00
10/19/2013	2:52 PM	3:02 PM	3:29 PM	3:42 PM	4:43 PM	N	$2,500.00
10/21/2013	9:01 AM	9:17 AM	10:35 AM	10:22 AM	10:02 AM	N/A	
10/23/2013	1:16 AM	1:39 AM	3:33 AM	3:26 AM	4:02 AM	N	0
10/25/2013	8:46 PM	8:51 PM	9:48 PM	9:40 PM	10:08 PM	Y	$3,500.00
10/29/2013	1:23 PM	1:40 PM	2:07 PM	2:10 PM	3:35 PM	Y	$3,500.00
10/31/2013	1:48 PM	2:04 PM	2:41 PM	3:21 PM	4:37 PM	Y	$3,500.00
10/31/2013	1:36 AM	1:46 AM	2:28 AM	2:33 AM	3:45 AM	N	$2,500.00
11/8/2013	6:22 PM	6:47 PM	7:37 PM	8:01 PM	9:21 PM	N	$2,500.00
11/11/2013	9:40 AM	9:59 AM	10:48 AM	11:00 AM	12:00 PM	N	$2,500.00
11/11/2013	5:40 PM	5:51 PM	6:31 PM			N	$600.00
11/17/2013	12:27 AM	1:16 AM	2:06 AM	2:08 AM	2:53 AM	Y	$3,500.00
11/21/2013	11:59 AM	12:10 PM	12:58 PM	12:58 PM	2:10 PM	N	$2,500.00
11/22/2013	4:43 AM	5:45 AM	7:02 AM	7:13 AM	8:13 AM	N/A	0
11/26/2013	5:50 PM	6:29 PM	7:30 PM		7:30 PM	N	$600.00
11/26/2013	7:52 AM	8:15 AM	9:17 AM	9:05 AM	10:34 AM	Y	$3,500.00
11/27/2013	12:08 AM	12:32 AM	1:42 AM	1:35 AM	2:15 AM	N	$2,500.00
12/3/2013	12:47 PM	1:22 PM	1:50 PM		1:50 PM	N	$600.00
12/3/2013	6:23 PM	6:50 PM	7:36 PM	8:28 PM	8:45 PM	Y	$3,500.00
12/10/2013	3:29 PM	3:35 PM	3:58 PM	4:29 PM	5:08 PM	Y	$3,500.00
12/10/2013	8:24 AM	8:25 AM	9:10 AM			N	$600.00
12/18/2013	2:17 AM	2:52 AM	3:47 AM	5:40 AM	7:08 AM	Y	$3,500.00
12/20/2013	9:39 PM	9:43 PM	10:30 PM	10:32 PM	11:56 PM	N	$2,500.00
12/29/2013	8:28 AM	9:08 AM	10:10 AM	10:16 AM	10:46 AM	Y	$3,500.00
12/30/2013	2:27 AM	2:39 AM	3:25 AM	3:43 AM	8:30 AM	N	0

Date	Initial Notification	Activation	Arrival	NTP	All Lanes Open	Extra Equip. Needed (Y/N)	Incentive Paid
1/1/2014	9:22 PM	9:41 PM	10:29 PM	10:30 PM	11:50 PM	N	$2,500.00
1/3/2014	10:15 AM	10:45 AM				N	$600.00
1/6/2014	2:10 AM	2:18 AM	3:04 AM	3:04 AM	3:15 AM	N	$2,500.00
1/14/2014	10:37 AM	10:40 AM	11:15 AM	11:15 AM	11:54 AM	Y	$3,500.00
1/17/2014	7:50 AM	8:54 AM	9:44 AM			N	$600.00
1/21/2014	10:03 AM	10:23 AM	11:11 AM	11:20 AM	12:12 PM	Y	$3,500.00
1/23/2014	7:47 AM	7:57 AM	8:30 AM			N	$600.00
1/30/2014	3:31 AM	4:30 AM	5:35 AM	5:46 AM	11:00 AM	y	0
1/31/2014	2:23 AM	2:35 AM	3:30 AM	3:30 AM	5:41 AM	N	$2,500.00
2/1/2014	11:10 AM	11:26 AM	12:11 PM	12:12 PM	12:53 PM	N	$2,500.00
2/4/2014	5:26 PM	5:51 PM	6:25 PM	6:30 PM	7:02 PM	N	$2,500.00
2/6/2014	1:59 PM	2:08 PM	2:59 PM	3:14 PM	4:32 PM	Y	$3,500.00
2/12/2014	2:39 AM	2:52 AM	3:41 AM	6:47 AM	8:19 AM	N	$2,500.00
2/12/2014	8:02 PM	8:33 PM	9:31 PM			N	$600.00
2/21/2014	4:02 PM	4:24 PM	5:15 PM	4:35 PM	5:18 PM	N	$2,500.00
3/1/2014	9:05 AM	9:07 AM	10:38 AM	10:59 AM	12:33 PM	Y	$3,500.00
3/3/2014	4:27 PM	4:49 PM	5:50 PM	6:30 PM	8:45 PM	N/A	0
3/3/2014	5:37 AM	5:55 AM	6:55 AM	7:07 AM	8:06 AM	N/A	0
3/18/2014	2:52 AM	3:06 AM	5:05 AM	5:32 AM	7:50 AM	N/A	0
3/19/2014	12:11 PM	12:11 PM	12:39 PM	12:47 PM	2:09 PM	N	$2,500.00
3/20/2014	2:55 AM	3:14 AM	4:05 AM	4:15 AM	7:39 AM	N/A	0
3/21/2014	10:35 AM	10:35 AM	11:04 AM	11:43 AM	12:37 PM	Y	$3,500.00
3/24/2014	5:48 AM	5:55 AM	6:15 AM	6:15 AM	8:23 AM	N	0
3/25/2014	8:02 AM	8:11 AM	8:44 AM	2:30 PM	3:38 PM	N	$2,500.00
3/26/2014	9:48 AM	9:50 AM	10:14 AM	10:28 AM	11:48 AM	N	$2,500.00
4/3/2014	8:38 AM	8:58 AM	9:36 AM	9:25 AM	10:54 AM	N	$2,500.00
4/9/2014	11:30 AM	11:43 AM	12:28 PM	12:28 PM	1:35 PM	Y	$3,500.00
4/11/2014	8:21 AM	8:24 AM	9:21 AM	10:40 AM	3:46 PM	N	0
4/15/2014	2:08 PM	2:27 PM	2:59 PM	3:27 PM	4:18 PM	N	$2,500.00
4/17/2014	12:20 PM	12:28 PM	1:12 PM	1:12 PM	2:50 PM	N	$2,500.00
4/17/2014	9:37 AM	10:14 AM	10:45 AM	10:45 AM	11:13 AM	N	$2,500.00
4/21/2014	6:53 PM	7:21 PM	8:16 PM	8:45 PM	9:32 PM	N	$2,500.00
4/21/2014	10:10 AM	10:32 AM	11:13 AM	11:41 AM	12:21 PM	Y	$3,500.00

Date	Initial Notification	Activation	Arrival	NTP	All Lanes Open	Extra Equip. Needed (Y/N)	Incentive Paid
4/25/2014	2:32 PM	2:34 PM	3:15 PM	3:27 PM	4:04 PM	Y	$3,500.00
4/29/2014	12:49 PM	1:12 PM	2:43 PM	2:00 PM	3:22 PM	N	$2,500.00
4/29/2014	12:47 PM	12:56 PM	1:44 PM	1:44 PM	2:39 PM	Y	$3,500.00
4/30/2014	10:12 AM	10:30 AM	10:56 AM	11:11 AM	12:35 PM	Y	$3,500.00
5/1/2014	6:06 AM	7:06 AM	7:54 AM	7:45 AM	8:00 AM	N	$2,500.00
5/6/2014	5:27 AM	5:38 AM	6:24 AM	7:19 AM	9:05 AM	N	$2,500.00
5/6/2014	1:47 PM	2:12 PM	3:09 PM	3:10 PM	3:20 PM	N	$2,500.00
5/9/2014	10:16 AM	10:21 AM	10:37 AM	12:34 PM	1:51 PM	Y	$3,500.00
5/10/2014	1:25 PM	2:22 PM	3:09 PM	3:34 PM	3:53 PM	Y	$3,500.00
5/12/2014	4:44 AM	4:58 AM	6:07 AM	6:15 AM	7:30 AM	N	$2,500.00
5/13/2014	11:39 AM	12:01 PM	12:33 PM	12:33 PM	1:27 PM	Y	$3,500.00
5/13/2014	2:19 PM	2:23 PM	2:44 PM	3:33 PM	4:42 PM	Y	$3,500.00
5/26/2014	4:21 PM	4:24 PM	5:09 PM	5:14 PM	5:23 PM	N	$2,500.00
5/29/2014	10:17 AM	10:45 AM	11:19 AM	11:30 AM	12:08 PM	N	$2,500.00
5/29/2014	11:04 AM	11:15 AM	12:13 PM	12:15 PM	12:25 PM	N	$2,500.00
6/1/2014	12:00 AM	12:59 AM	1:51 AM	2:13 AM	3:38 AM	N	$2,500.00
6/2/2014	10:23 AM	10:29 AM	11:06 AM	11:19 AM	11:20 AM	N	$2,500.00
6/3/2014	7:21 AM	7:57 AM	8:47 AM	8:48 AM	9:35 AM	N	$2,500.00
6/5/2014	11:38 AM	11:46 AM	12:35 PM	12:39 PM	1:15 PM	N	$2,500.00
6/6/2014	2:27 PM	2:27 PM	3:25 PM	3:32 PM	3:49 PM	N	$2,500.00
6/14/2014	4:34 PM	4:52 PM	5:39 PM	6:00 PM	6:30 PM	N/A	0
6/17/2014	4:55 AM	5:13 AM	6:00 AM	8:47 AM	10:16 AM	N/A	0
6/18/2014	5:33 PM	5:51 PM	6:34 PM	6:38 PM	8:00 PM	N/A	0
6/19/2014	11:43 AM	12:03 PM	12:11 PM	12:40 PM	1:55 PM	N/A	0
6/20/2014	8:40 AM	8:56 AM	9:36 AM	10:17 AM	11:00 AM	N/A	0
6/21/2014	11:51 AM	12:04 PM	12:47 PM	12:53 PM	4:06 PM	N/A	0
6/24/2014	2:41 PM	3:19 PM	3:52 PM	3:52 PM	4:02 PM	N	$2,500.00
6/25/2014	8:32 AM	8:36 AM	9:13 AM	9:15 AM	11:20 AM	N/A	0
	Avg. Time	**22.98**	**44.60**	**24.78**	**70.01**	**Total**	**$277,500.00**