



TIM
Traffic Incident Management

RESPONDER

Volume 1, Issue 4

December 2020

TIM Dashboards Go Live in District Six Next-Generation Traffic Incident Management: Integrating Technology, Data, and Training for Local Roads





TIM Team & Working Group

MEETINGS & WEBINARS

DATE	DISTRICT/COUNTY	TIME
December 8, 2020	Sarasota-Manatee TIM Team Meeting GoTo meeting	1:30 pm - 3:30 pm
December 9, 2020	Collier, Lee, Charlotte Counties TIM Team Meeting GoTo meeting	9:30 am - 12 pm
December 9, 2020	Alachua-Bradford TIM Team Meeting GoTo meeting	10 am - 11:30 am
December 15, 2020	Talking TIM Webinar - National Operations Center of Excellence (NOCoE) https://www.transportationops.org/event/talking-tim-webinar-series-december-2020	1:30 pm - 3 pm
January 14, 2021	Polk TIM Team Meeting GoTo meeting	10 am - 12 pm
January 19, 2021	First Coast TIM Team Meeting TBD	10 am - 12 pm
February 2, 2021	Pinellas County TIM Team Meeting GoTo meeting Microsoft Teams meeting	10 am - 12 pm
February 3, 2021	I-4/Metro Orlando Area TIM Team Meeting FDOT RTMC 4975 Wilson Rd, Sanford FL 32771	9:30 am - 11:30 am
February 9, 2021	Sarasota-Manatee TIM Team Meeting GoTo meeting	1:30 pm - 3:30 pm
February 10, 2021	Collier, Lee, Charlotte Counties TIM Team Meeting GoTo meeting	9:30 am - 12 pm
February 10, 2021	Alachua-Bradford TIM Team Meeting TBD	10 am - 11:30 am
February 10, 2021	Combined District 4 TIM Meeting Virtual Meeting	2:00 pm
February 11, 2021	I-95 South TIM Team Meeting FHP Brevard Headquarters 3775 W. King St, Cocoa, FL 32926	9:30 am - 11 am
February 16, 2021	Hillsborough County TIM Team Meeting Microsoft Teams meeting	10 am - 12 pm
February 18, 2021	I-95 North TIM Team Meeting Volusia County Emergency Management 3825 Tiger Bay Road, #102, Daytona Beach, FL 32124	9:30 am - 11 am
February 19, 2021	Miami-Dade County TIM Team Meeting - 95 Corridor Microsoft Teams Meeting	1:30 pm - 3:30 pm
February 25, 2021	I-75 Area TIM Team Meeting Sumter County Public Safety Building, Emergency Operations Center 7361 Powell Road, Wildwood, FL 34785	9:30 am - 11 am



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TIM Program Manager Update

Greetings Traffic Incident Management (TIM) professionals. Welcome to the fourth and final edition of the Florida TIM Responder, Florida's Statewide TIM Program newsletter, for the 2020 calendar year. The goal of the newsletter is to provide you with relevant and timely information that will collectively help us advance the TIM state of practice throughout Florida. It is also expected that the TIM Responder newsletter will increase awareness of TIM and promote its benefits. The newsletter will focus primarily on the current state of the practice, articles from peers and partner first responder agencies, technology updates, National TIM updates, upcoming events, and awards/recognition.

The Florida Department of Transportation (FDOT) continues to advance the statewide [TIM Strategic Plan](#) that was adopted in January 2019. At its core, the Strategic Plan is designed to set priorities, focus energy and resources, strengthen operations, and ensure that stakeholders and TIM Program partners are working towards common goals of supporting the Florida's Open Roads Policy. In an effort to standardize the Road Ranger Program, the FDOT TIM Program Team has been working to revise the Road Ranger Scope of Services and Rapid Incident Scene Clearance (RISC) procedure. The FDOT has also developed an Incident Responder Field guide to further streamline the TIM response and guide practitioners responding to roadway incidents and other emergencies. These and several other initiatives continue to move forward.

The following issue of the TIM Responder focuses on some amazing articles received from the Districts. One highlights the introduction of next-generation TIM by Federal Highway Administration while another reviews the implementation of TIM dashboards in their district. Some of the other articles in this issue focus on: an all-hazards approach for gas line incident in Palm Beach county, replacement of statewide and local face-to-face meetings to virtual meetings and their effectiveness, and TIM responders support to communities during COVID-19.

In closing, it warrants emphasizing that a multiagency, multidisciplinary team effort is critical to the success of TIM. As such, we always value your input and would like to extend an open invitation to you to send us TIM Responder newsletter ideas and comments as well as articles and announcements that you'd like to share.

Thank you for your steadfast commitment to the TIM Program for the State of Florida as we continue to navigate our current reality with COVID-19. Prolonged changes to daily life and routine can wear one down while keeping focus on your health remains critical. Please know that we thank you for your service and we are with you during this difficult time. Please be safe and take the necessary precautions.

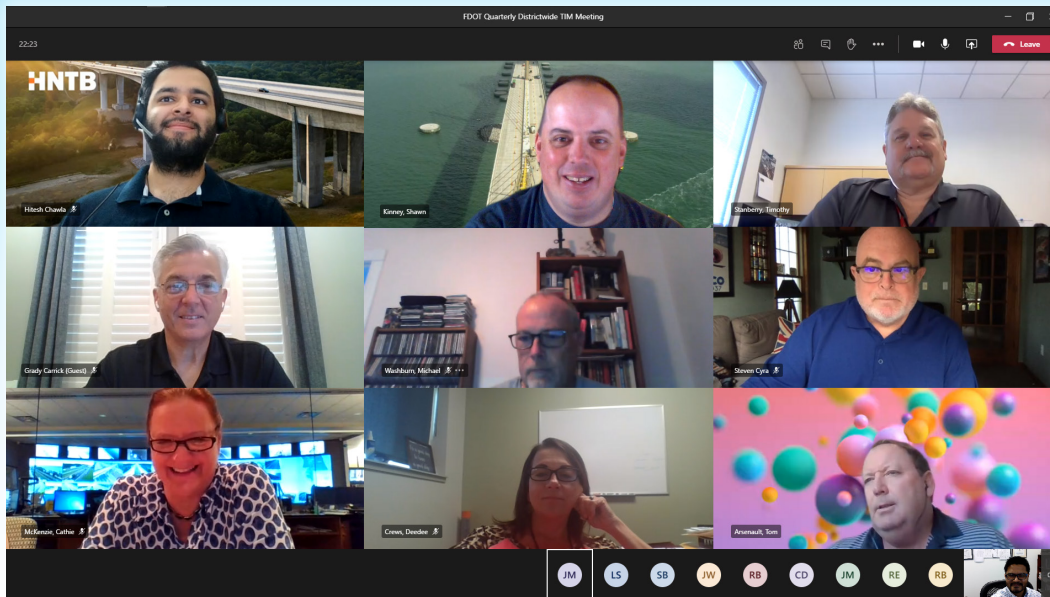
Shawn Kinney
Traffic Incident Management

Vision...

To increase the delivery rate of fatality-free and congestion-free transportation systems supporting the FDOT vision and Florida Transportation Plan goals.

Mission...

To identify, prioritize, develop, implement, operate, maintain, and update TSM&O program strategies and measure their effectiveness for improved safety and mobility.



Virtually TIM

By Grady Carrick, Ph.D., Enforcement Engineering, Inc., FDOT Consultant Support

The three Cs of TIM (communication, cooperation, and coordination) were developed long ago to promote the ideals that working together makes for safer and more effective traffic incident response. Florida has embraced the spirit of collaborative TIM by creating and promoting local TIM teams, assigning FDOT program managers to each of the seven FDOT Districts plus the Turnpike, and implementing a statewide TIM working group that is representative of each responder discipline.

The boots on the ground TIM responders are represented in local TIM teams throughout the state. Meeting monthly, bi-monthly, or quarterly, the teams provide an important opportunity for sharing information, ideas, training, and best practices. The 22 current teams have hundreds of team members representing all of the TIM disciplines. TIM teams have been a staple of Florida TIM since the early 1990s.

With a long history of regular in-person meetings, COVID-19 threatened to derail the institution of the TIM meeting. Like many aspects of government, business, and life, a switch to virtual meetings has filled the gap left by remote offices and social distancing. FDOT and it's TIM partners have adapted to the new normal and have continued to engage TIM stakeholders in virtual meetings throughout the state. Participants have found the meetings to be effective and efficient, enabling the good work of Florida TIM to continue.

Forbes magazine recently noted that virtual meetings have revealed a number of unexpected benefits. Meetings typically start and end on time, are better prepared, and provide efficiency by eliminating travel time. Virtual meetings are also a great equalizer, providing everyone with a front row seat and equal access to discussion and experience.¹

Communication, cooperation, and coordination are founding principles of TIM. Virtual meeting technology has proven to be yet another great way that those principles can be advanced. Plans are underway to use the virtual meeting platform to distribute TIM Responder Training, conduct after-action reviews, and carry out additional stakeholder activities.

¹ Ferguson, Kirstin. Ten Reasons Why Virtual Meetings are the Best Thing to Happen in 2020. Forbes. July 21, 2020

TIM Dashboards Go Live in District Six

By Carlos Dardes, FMS/AMS Specialist IV, FDOT

District Six recently unveiled two interactive dashboards showcasing important traffic incident management statistics. The goal is to provide a self-service, real-time approach to information sharing. The SunGuide.info homepage now features a “TMC At-A-Glance” dashboard providing statistics for all roadways managed in Miami-Dade and Monroe Counties. The dashboard features six categories: Total Traffic Events, Lane Blockage Events, Roadway Clearance Times, number of Road Ranger Responses, Road Ranger Average Response Times, and the number of Road Ranger Activities. Users can filter the data in multiple ways by roadway, month, and year to get this information in near real time.



The second dashboard is featured on the District’s Traffic Incident Management (TIM) webpage as an on-line resource for partner agencies to connect with the District’s TIM Team. Users can select incident management data and filter it by pre-selected categories to learn about roadway clearance times, incident clearance times, secondary crashes, and Road Ranger’s average time on scene. The TIM webpage also provides helpful links to the latest trainings, events, and newsletters to promote partner participation in the latest TIM activities. Providing partners with the educational resources they need to stay engaged helps the Department achieve its mission to improve the quality of services provided on the roadways.



data collected by the SunGuide Transportation Management Center. Incorporating these features on the website lowers the barriers between the public, other stakeholders, and the FDOT. It also demonstrates the Department’s accountability and transparency in how it uses its resources to manage daily traffic.

The “TMC At-A-Glance” dashboard can be accessed at: www.sunguide.info and to view the TIM “Incident Management Dashboard”, please visit: sunguide.info/incident-management-service/tim-team/.

For more information, please contact Carlos Dardes at (305) 640-7331 or by email at Carlos.Dardes@dot.state.fl.us.

CCTV camera view of the Lake Worth Road exit after a natural gas line eruption on September 24, 2020.



All-Hazards Approach Rolled Out for Gas Line Incident in Palm Beach County

By Mary Lou Veroline, Florida's Turnpike Enterprise, TSM&O Technical Writer

The Florida's Turnpike Mainline and Palm Beach County's Lake Worth Road (exit 93) were ground-zero for a natural gas line eruption on the morning of September 24, 2020. The following excerpt is from the Florida Highway Patrol press release:

"At around 9:52 am this morning, a call was received referencing a gas pipeline that erupted on the northbound side of Florida's Turnpike, adjacent to the Lake Worth Road overpass. The erupted pipeline compromised the integrity of the overpass northbound, and the Turnpike was closed in both directions for public safety." With that call, came extraordinary incident response efforts that saw the Turnpike Mainline closed in the northbound direction for 8 hours and 28 minutes and southbound for 7 hours and 20 minutes.

A joint command post was established on Lake Worth Road where lead officials from numerous agencies worked together utilizing a unified command structure to address concerns within their respective areas of expertise. Agencies working within the post included: the Florida Highway Patrol (FHP), Palm Beach County Fire Rescue, Palm Beach Sheriff's Office, Florida Gas Transmission (FGT) and Florida's Turnpike Incident Management, Roadway Maintenance, and Construction departments.

Ultimately, with a gas line rupture the main concern is air quality and scene safety. As such, evacuations of the nearby Lake Worth Service Plaza, FHP Communications Center, and Turnpike toll plaza locations were coordinated, along with businesses, residential neighborhoods and schools in the surrounding areas off the Mainline. Hazmat crews and fire rescue units worked toward scene stabilization while law enforcement directed detour setups utilizing Turnpike Road Rangers and maintenance of traffic (MOT) contractors in the northbound direction at Boynton Beach Boulevard (exit 86) and southbound at Southern Boulevard (exit 97). Additionally, Lake Worth Road was closed from Military Trail on the east side to Lyons Road on the west side.



Turnpike retaining wall damage after the gas line eruption.

Motorists traveling northbound on the Turnpike approaching the blast site were stopped just south of the Lake Worth Road interchange, held in a queue and advised to stay within their vehicles until further movement was authorized. Once it was deemed safe for those vehicles to travel, turnaround locations via median openings were identified and the supervised rollout of a queue clearance was orchestrated by the FHP.

Media crews descended on the area, both on the ground and in the air, with continuous coverage throughout the day and into the evening. In addition, Turnpike public information officials kept motorists informed with updates as events unfolded.

The incident blew out a section of pipe from its underground location along the Mainline through the air approximately 800 feet before landing on Lake Worth Road. Overpass retaining wall debris was scattered across both northbound and southbound lanes of the Turnpike with a layer of sand and soil reaching as far away as the Palm Beach Skate Zone Complex on the west side of the Turnpike.

While the above-referenced evacuation and detour activities were taking place, crews from Florida Gas Transmission, Turnpike Roadway Maintenance, Turnpike Construction Project Management, Construction Engineering Inspection (CEI) firms and Turnpike Structures and Geotechnical Engineers were tasked with assessing the safety and structural integrity of the site prior to commencing debris cleanup. Finally, the all clear announcement came, allowing a full reopening of the Mainline at approximately 7:00 p.m.

At the time of this writing, repairs are still ongoing but with minimal impacts to Turnpike traffic conditions. After all is said and done, the only news that really matters is that ZERO injuries were reported from this event.








Our thanks to all of the agencies who supported this incredible effort. From the “boots on the ground” to the decision-makers in the command post, everyone worked together seamlessly to ensure a safe and effective resolution.

For more information, please contact John Easterling at (954) 934-1620 or by email at John.Easterling@dot.state.fl.us.

PERFORMANCE MEASURES

Since the implementation of the program, **10,850** incident responders have received the training in the state of Florida (as of October 19, 2020). That number represents roughly 27% of the responders in operational roles that are supporting traffic incident response operations. During the first quarter of FY 2020/2021, about **172** responders received the training.

Responders Trained

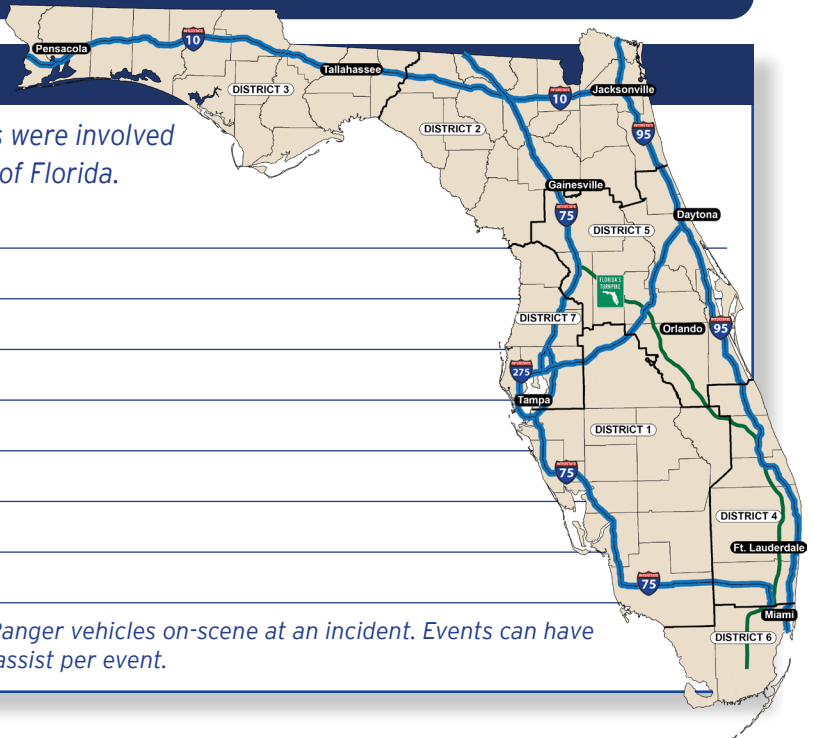
TIM TRAINING RECEIVED BY:	LEO	FIRE	EMS	TOW	FDOT	OTHER	QTR TOTAL
							
1ST QUARTER	34	63	28	22	10	15	172
2ND QUARTER	-	-	-	-	-	-	-
3RD QUARTER	-	-	-	-	-	-	-
4TH QUARTER	-	-	-	-	-	-	-
FYTD	34	63	28	22	10	15	172

Road Ranger Assists by District

During the first quarter of FY 2020/2021, Road Rangers were involved in 113,400 events providing assistance to the motorists of Florida.

District One	12,073
District Two	11,479
District Three	5,490
District Four	19,188
District Five	17,625
District Six	9,024
District Seven	12,513
Florida's Turnpike	26,008

Note: An event is defined as the arrival of one or more Road Ranger vehicles on-scene at an incident. Events can have multiple assists, and each Road Ranger will have at least one assist per event.



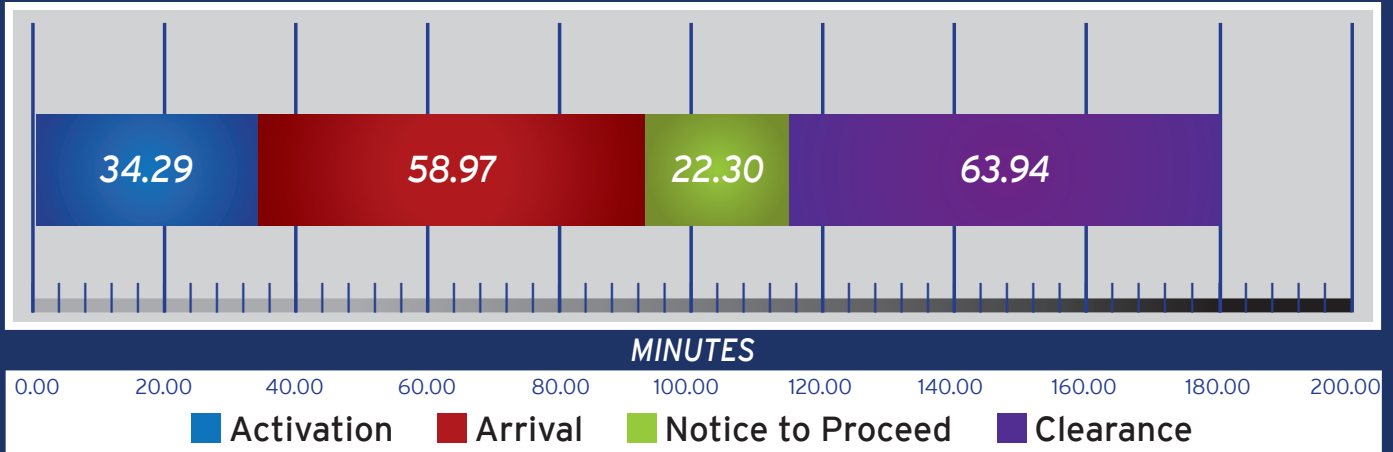
Road Ranger Assist Data

	HIGHEST ACTIVITY TOTALS		LOWEST ACTIVITY TOTALS	
	SOURCE	TOTAL	SOURCE	TOTAL
ASSISTS BY NOTIFIER	ROAD RANGER	72,008	MOTORIST	32
ASSISTS BY EVENT TYPE	DISABLED VEHICLE	73,024	PEDESTRIAN	199
ARRIVALS BY DAY OF WEEK	FRIDAY	20,285	SUNDAY	13,991
ARRIVALS BY TIMEFRAME	3:00 pm - 6:00 pm	26,754	3:00 am - 6:00 am	3,429

Rapid Incident Scene Clearance

During the first quarter of FY 2020/2021 (July 2020 to September 2020), seven Districts and FTE activated the RISC Program 110 times with approximately \$349,200 in bonus-incentive payments made to vendors.

First Quarter Statewide Average RISC Incident Duration



2020 National Responder Safety Update

43 Responders Killed in Struck-By Incidents

Law Enforcement (16)

- 13 Traffic stops/LE activity
- 3 Working crashes

Towing (21)

- 19 Assisting disabled vehicles
- 2 Assisting LE and crash scenes

Fire and EMS (3)

- Assisting crash scenes

DOT/SSP (3)

- 2 Assisting debris removal
- 1 Assisting disabled vehicle

Road HEROES

District 1 - Yosvanys Hernandez

On Monday, August 3, around 2:30 a.m., Road Ranger Yosvanys Hernandez was on routine patrol on southbound I-75. Yosvanys came upon a serious crash involving a tractor-trailer and one other vehicle, near Mile Marker 106. The tractor-trailer was on the right shoulder of the roadway with debris strewn across all lanes up to where the other vehicle came to a final rest in the median. The driver of the tractor-trailer advised Hernandez that he had moved a passenger that was ejected from the vehicle from the roadway in fear that traffic would hit him. The truck driver also told Hernandez that there were other victims in the vehicle.



Yosvanys and the truck driver got the passenger door open. Yosvanys was able to cut the seat belt with the seat belt cutter supplied by FDOT and removed a second unresponsive passenger to a safe location. As they observed smoke starting to come out from underneath the hood of the vehicle, they turned their attention to the unresponsive driver still in the vehicle. At that time a deputy arrived at the scene and was able to suppress the fire long enough for them to get the driver out of the vehicle.

Two of the three victims survived the crash; the life or death difference stemming from 1) seatbelt usage, and 2) the lifesaving actions carried out by Road Ranger Hernandez and others at the scene.



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District Four Traffic Incident Management Responders Support Communities During COVID-19

By Joudy Mendez, District Four Traffic Incident Program Manager, FDOT

The District Four Traffic Incident Management (TIM) responders are called into action during traffic incidents and respond like heroes every day to help the motorists of Southeast Florida. The District's incident response is made up of Road Rangers Service Patrol vehicle operators and Severe Incident Response Vehicle (SIRV) operators who help reduce congestion and secondary crashes on our roadways by providing maintenance of traffic and working with all response agencies to clear travel lanes in a safe and expeditious manner.

These programs help manage traffic for over 8,000 events a year. Road Rangers patrol along pre-approved routes located on Southeast Florida's interstates. They spring into action responding to crashes impacting travel lanes and assisting law enforcement with TIM actions. The Road Rangers provide prompt, courteous, and skillful assistance to motorists by moving disabled vehicles from traffic lanes, changing flat tires, and providing jump starts. They find abandoned vehicles that impede traffic flow or have a potential to become safety hazards. They work to quickly clear lanes of debris from traffic crashes, or from cast-off items on the roadway such as tire treads or portions of unsecured vehicle loads.



District Four Road Rangers receive help and are supervised on scene by our SIRV operators. SIRV operators respond to over 60 severe incidents a week setting up maintenance of traffic to route motorists around incidents, mitigating traffic congestion, and reducing secondary crashes. They serve as incident commanders for FDOT's Rapid Incident Scene Clearance (RISC) program. SIRV personnel work with our partners at the Florida Highway Patrol and heavy-duty tow vendors to quickly remove overturned vehicles and spilled cargo in rapid fashion, supporting Florida's Open Roads Policy of 90-minute clearance from the interstate travel lanes.

The SIRV program also has expanded along our arterial routes responding to incidents, keeping traffic flowing and providing safe maintenance of traffic for other first responders (fire, police, EMS, and tow). Most of the SIRV operators are retired law enforcement and fire personnel who have years of experience serving the public and responding to events.

Serving the public by managing traffic is the primary job of both our Road Rangers and SIRV operators, however, their public service does not stop on our roadways.

Our Road Rangers and SIRV operators have used their expertise assisting local municipalities with food distribution events during the COVID-19 pandemic. With many citizens of South Florida struggling to put food on the table, the food distribution programs are in high demand. This creates traffic issues that overwhelm law enforcement when dealing with the number of vehicles moving in, through, and around the event.

Our responders have been key to the successful food distribution ensuring uninterrupted smooth traffic flow by establishing and setting up maintenance of traffic plans and eliminating the potential for safety issues.

Many of our responders have volunteered their time and efforts distributing meals and providing terrific public service on behalf of the department. Their dedication in serving the public on and off the roadway helps make our traffic incident management program successful. We appreciate the dedication of these heroes and their devotion to the residents of South Florida. We are proud to have them represent our FDOT District Four Traffic Incident Management Program.

For more information, please contact Joudy Mendez at (954) 847-2789 or by email at Joudy.Mendez@dot.state.fl.us.

Next-Generation Traffic Incident Management: Integrating Technology, Data, and Training for Local Roads

By Grady Carrick, Ph.D., Enforcement Engineering, Inc., FDOT Consultant Support

Traffic incident management (TIM) has become the state of the practice to effectively reduce the dangers created by incidents and to mitigate their impacts. The Federal Highway Administration (FHWA) is rolling out a new project in 2021 to take TIM to the next level by working with state, local, and tribal partners to improve TIM on all roadways by integrating proven, yet underutilized, innovative technology, data, and training strategies.

Local TIM Program Elements

While TIM efforts have traditionally focused on high-speed roadways, the concepts of TIM are applicable to all roads, not just urban freeways. The majority of roadway incidents occur on local roads and NextGen TIM seeks to apply TIM to those roadways by encouraging the application of low-cost TIM solutions like stakeholder meetings, development of policies and procedures, and participation in TIM training. This scalable approach to TIM can also be applied to the use of safety service patrols, incident response vehicles, specialty towing programs, intelligent transportation system (ITS) instruments, and adaptive signal control.

Training

TIM Training is a cross-cutting and foundational TIM element. NextGen TIM continues to promote training through innovative delivery approaches and new content. In addition, NextGen TIM strives to institutionalize training through laws, policies, and other mechanisms. Institutionalizing TIM training means the training will continue even after TIM training champions move on.

Data

Like training, TIM data is viewed as a foundational piece for successful TIM programs. TIM data focuses on advancing the collection, analysis, and use of incident data. Time is a critical element in reducing exposure and congestion, which makes roadway clearance and incident clearance key metrics. Secondary collisions and responder struck-by incidents are critical safety measures. With better data and analytics, agencies can quantify program performance, demonstrate program effectiveness, and improve TIM planning and resource management.

Technology

A key NextGen TIM technology is computer-aided dispatch (CAD) integration, which facilitates the timely sharing of information between public safety and transportation agencies. CAD improves coordination of resources, traveler information, and safety. CAD integration increases responder safety during incident response and improves TIM data. Agencies can mobilize DOT resources faster and improve traffic management center (TMC) accuracy and efficiency.

Another “next level” TIM technology involves the use of unmanned aircraft systems (UAS). Small UAS are remotely controlled by a pilot and can be easily flown over a traffic crash scene to capture images using high-definition digital cameras. Individual pictures are stitched together to create a single high-resolution image called an orthomosaic. The real power of UAS image processing lies in a well-established principle called photogrammetry, where measurements can be taken from photographs. UAS reduces responder time on scene, accelerates crash investigations, creates better situational awareness for responders, and is a cost-effective measuring and mapping alternative.

Video sharing technologies allow cameras mounted on service patrol vehicles to stream images from incident scenes to traffic management centers, and TMC camera images back to responder vehicle computers. Sharing video between the field and TMCs has proven to be an effective enhancement to TIM.

Finally, when responder vehicles are stopped along roadways, approaching drivers can be warned through navigation providers who receive alerts from hardware or software that is integrated with the responder vehicle emergency lighting. Responder vehicle to motorist alert technologies are quickly catching on as a way to improve safety by increasing advance warning of incident in a targeted way.

State of the Practice

NextGen TIM training, data, and technologies have already helped State and local agencies achieve meaningful and measurable results. Innovative TIM approaches are poised to take TIM to the next level by implementing underutilized, yet proven, TIM methods to save more lives, time, and money. States and regions will be given an opportunity to participate in NextGen TIM as part of the Every Day Counts program which runs from January 2021 through December 2022.



For more information, please contact Grady Carrick at (904) 705-8046 or gcarrick@enforcementengineering.com.

MOVE OVER

Move Over: It is a Good Practice

By Major Keith Gaston, Communications Commander, FHP

“Move over; you don’t know what is going to happen.” I committed those words to memory - advice my father gave me as a 15-year old learning to drive. I have shared the same direction with my children and grandchildren as they learned to drive.

That guidance was given more than 40 years ago, long before the Move Over law was conceived; it was just a good driving practice. Today, most people think of an emergency vehicle on the right shoulder when Move Over is mentioned, but it applies to many driving situations. Approaching any vehicle that is on the shoulder of the road, regardless of why it is on the shoulder, you should give them space because you don’t know what will happen. As a traffic homicide investigator, I investigated a tragic death where a father on his way to work before daylight pulled to the interstate highway shoulder to investigate why his truck was running hot. He turned on his emergency flashers, exited his vehicle, raised the hood, and attempted to check the water in the radiator. As he removed the radiator cap, it exploded, knocking him into the lane of traffic. Unfortunately, another vehicle was driving by at the same time the explosion occurred. The passing vehicle struck and killed the person as he was thrown into the traffic lane. The passing car driver and witnesses stated traffic was very light and the opportunity to move over was available. This tragedy could have been easily avoided had the driver moved over.

Move Over also applies to the left lane. As a rookie trooper, my training officers said to me many times, “stay out of the left lane.” Through their experiences, and now my own experiences, I understand the urgency of their statements. Until the widespread development of barrier walls and retention cables on interstate highways, crossover crashes resulting in head-on collisions were too frequent. People driving in the left lane were usually the victims of these crashes. The advice is as applicable today as it was 25 years ago. Today, many of our interstate highways have barrier walls with narrow paved shoulders, leaving little room for safety if something unexpected occurs. If you are in the left lane with a barrier wall to the left and traffic to the right and something suddenly happens to the vehicle you are following, you have no place to go.

Florida Statute 316.081(2) states, “Upon all roadways, any vehicle proceeding at less than the normal speed of traffic at the time and place and under the conditions then existing shall be driven in the right-hand lane then available for traffic or as close as practicable to the right-hand curb or edge of the roadway except when overtaking and passing another vehicle proceeding in the same direction or when preparing for a left turn at an intersection or into a private road or driveway.” Another way to interpret this is to move over and always drive in the rightmost lane available for your use.

Move over; your life or someone else’s life depends on it.

For more information, please contact Major Keith Gaston at (904) 307-1492 or by email at KeithGaston@flhsmv.gov.



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