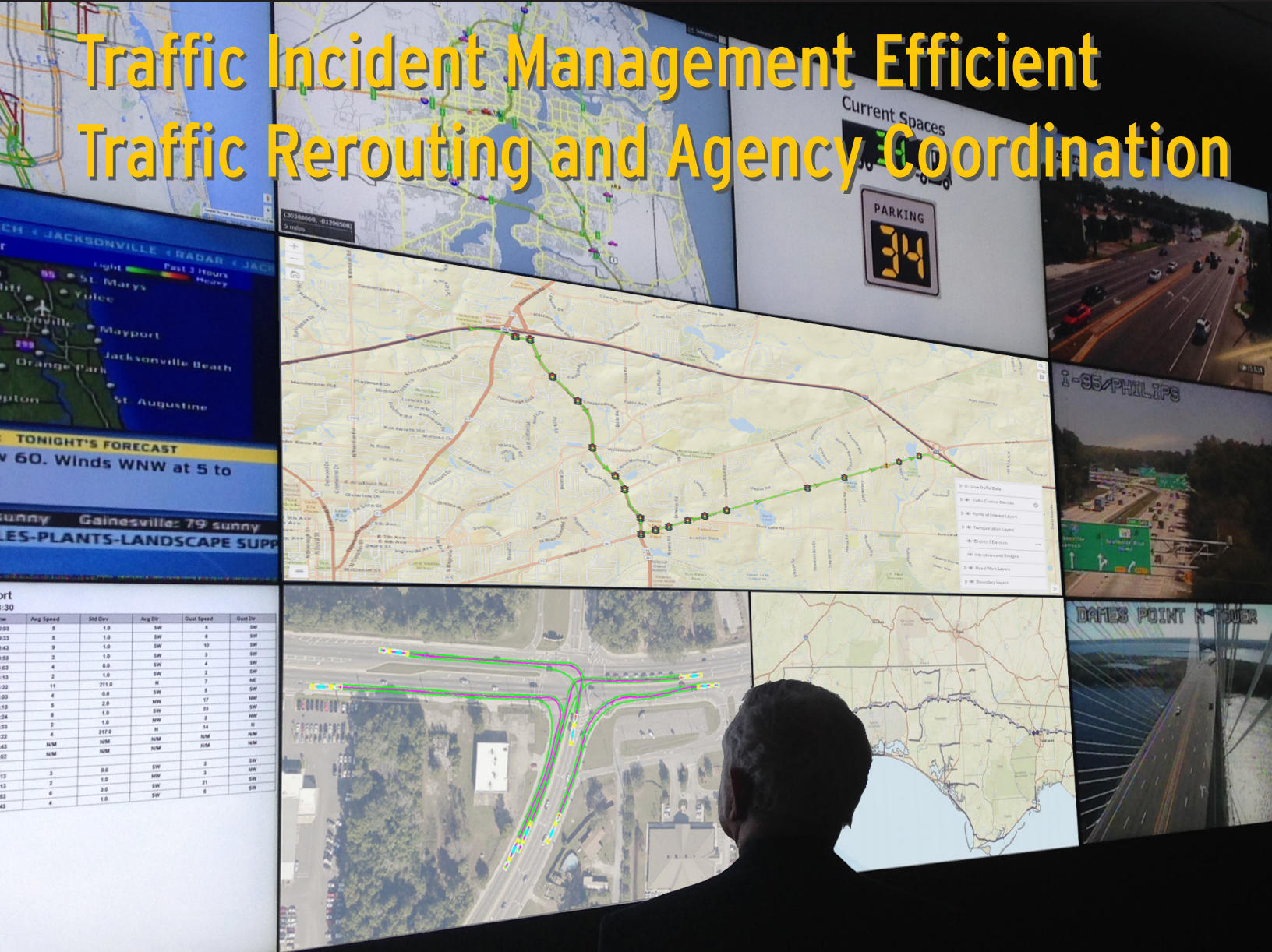


RESPONDER

Volume 1, Issue 2

June 2020

Traffic Incident Management Efficient Traffic Rerouting and Agency Coordination



Guidelines and Practices for Safety Service Patrol during COVID-19



TIM Team & Working Group

MEETINGS & WEBINARS

DATE	DISTRICT/COUNTY	TIME
June 9, 2020	Sarasota-Manatee TIM Team Meeting GoTo Meeting	1:30 pm - 3 pm
June 10, 2020	Collier, Lee, Charlotte Counties TIM Team Meeting GoTo Meeting	9:30 am - 11 am
June 10, 2020	Alachua-Bradford TIM Team Meeting GoTo Meeting	10 am - 12 pm
June 24, 2020	Monroe County TIM Team Meeting Microsoft Teams	10 am - 12 pm
June 24, 2020	Talking TIM Webinar - National Operations Center of Excellence (NOCOe) https://www.transportationops.org/event/talking-tim-webinar-series-june-2020	1:30 pm - 3 pm
July 9, 2020	Polk County TIM Team Meeting Polk County Sheriff Office Complex, 1891 Kim Keene Blvd., Winter Haven FL 33880	10 am - 12 pm
July 21, 2020	First Coast TIM Team Meeting Regional Transportation Management Center (RTMC) 980 N. Jefferson Street, Jacksonville, FL	10 am - 12 pm
July 22, 2020	Talking TIM Webinar - National Operations Center of Excellence (NOCOe) https://www.transportationops.org/event/talking-tim-webinar-series-july-2020	1:30 pm - 3 pm
August 4, 2020	Pinellas Count TIM Team Meeting FDOT District 7 Pinellas Maintenance Office, 5211 Ulmerton Road, Clearwater, FL 33670	10 am - 12 pm
August 5, 2020	I-4/Metro Orlando Area TIM Team Meeting FDOT RTMC, 4975 Wilson Rd, Sanford FL 32771	9:30 am - 11:30 am
August 5, 2020	Miami-Dade County TIM Team Meeting - Palmetto Corridor Microsoft Teams	10 am - 12 pm
August 11, 2020	Sarasota-Manatee TIM Team Meeting Manatee County Public Safety Center 2101 47th Terrace East (19th Street Court East), Bradenton, FL 34203	1:30 pm - 3:30 pm
August 12, 2020	Collier, Lee, Charlotte Counties TIM Team Meeting SWIFT SunGuide Center, 10041 Daniels Parkway, Ft. Myers, FL 33913	9:30 am - 11:30 am
August 12, 2020	Alachua-Bradford TIM Team Meeting FDOT Gainesville Operations Office, 5301 N.E. 39th Avenue, Gainesville, FL	10 am - 12 pm
August 13, 2020	I-95 South TIM Team Meeting FHP Brevard Headquarters, 3775 W. King St, Cocoa, FL 32926	9:30 am - 11:30 am
August 18, 2020	Hillsborough County TIM Team Meeting FDOT District 7 Tampa Bay SunGuide Center, 11201 N. McKinley Drive, Tampa, FL 33612	10 am - 11:30 am
August 20, 2020	I-95 North TIM Team Meeting Volusia County Emergency Management, 3825 Tiger Bay Road, #102, Daytona Beach, FL 32124	9:30 am - 11:30 am
August 20, 2020	Florida's Turnpike (South Region) Quarterly TIM Team Meeting Mile-Post 65, Pompano Beach Service Plaza, Pompano Beach, FL 33069	10 am - 12 pm
August 26, 2020	Talking TIM Webinar - National Operations Center of Excellence (NOCOe) https://transportationops.org/event/talking-tim-webinar-series-august-2020	1:30 pm - 3 pm
August 27, 2020	I-75 Area TIM Team Meeting Sumter County Public Safety Building, Emergency Operations Center, 7361 Powell Road, Wildwood, FL 34785	9:30 am - 11:30 am
August 27, 2020	Florida's Turnpike (North region) Quarterly TIM Team Meeting Mile-Post 263, Turkey Lake Service Plaza, Bldg. 5315, Ocoee, FL 34761	10:30 am - 12 pm



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TIM Program Manager Update

Greetings Traffic Incident Management (TIM) professionals. Welcome to the second edition of the Florida TIM Responder, our statewide TIM Program newsletter. The goal of the newsletter is to provide relevant and timely information that will collectively help us advance the TIM state of practice throughout Florida. The content will focus on articles from peers and partner first responder agencies, technology updates, National TIM updates, upcoming events, and awards/recognition. The Responder will help build on the current state of practice to increase awareness and promote the benefits of TIM.

The Central Office has been progressing forward in efforts developed under the statewide [TIM Strategic Plan](#), adopted in January 2019. The 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 to support Florida's Open Roads Policy.

As we look ahead to the remainder of 2020 and beyond, we are excited to build upon the momentum previously established. With the arrival of hurricane season, the State and Districts are ready to execute plans for evacuation and recovery. Additionally, our first responders remain unwavering in their front line service as the State and Districts work hard to keep them safe by providing sufficient cleaning and disinfectant supplies as well as personal protective equipment (PPE).

A sampling of TIM advancement strategies/innovations on the agenda for this year include: hurricane preparation, improving responder safety by sustaining training; dashboarding/monitoring data-driven TIM performance; enhancing consistency/effectiveness of Road Ranger Service Patrol and RISC operations; identifying new opportunities for TIM awareness/outreach; and providing various tools, guidelines, and technologies to aid responders in minimizing the impacts of incidents. Please watch for strategy implementation progress in future editions of the Responder and on our website: www.floridatim.com.

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 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 continued commitment to Florida and the TIM Program as we navigate our current reality with COVID-19. Please know that we appreciate your service and we are with you during this difficult time. Please be safe and take the necessary precautions to maintain the health of you and your loved ones.

Shawn Kinney
Traffic Incident Management
Road Ranger Program Manager

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.

Computer-Aided Dispatch Integration Improves TIM

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



Sharing real-time traffic incident data is one of the most effective TIM strategies. Public safety agencies like police and fire are usually the first point of contact when individuals see or are involved in a roadway incident. The 911 call is how most roadway incidents are discovered by all of the various TIM partners. It sometimes takes a couple of minutes for the call to be ingested into the public safety agency computer-aided dispatch (CAD) system before the appropriate resources are dispatched. In many places around the country, a phone call to the traffic management center (TMC) is unfortunately often an afterthought. TMCs may have ways to discover incidents like roadway cameras and sensors that detect changes in vehicle speeds, but public safety agencies usually get the information first.

CAD integration makes sure that TMCs are in the loop on incident information, by having public safety CAD systems and TMC software talk to each other. The Florida Highway Patrol (FHP) and the Florida Department of Transportation (FDOT) established one of the first integrated CAD systems in the country. All FHP calls are routed to one of a dozen FDOT TMCs, where they show up as an “alert” and can be imported into FDOT’s SunGuide® software. In 2017, SunGuide recorded more than 93,000 crashes, with 42 percent originating from the FHP CAD feed. Co-location with FHP actually led to the second most common source of incident discovery, FHP contact. Without CAD integration and co-location, as many as 61 percent of crashes would have come to the FDOT by other means.



FHP CAD integration made incident detection and verification much faster for the TMCs. FDOT District Five (Central Florida) has partnered with the University of Florida to study the possibility of replicating the FHP CAD integration success with police departments and sheriff’s offices across Central Florida. Just for Central Florida, connectors would need to be built for 23 Public Safety Answering Points (PSAPs) that use 10 different CAD systems, provided by six different vendors.

Expansion of CAD integration is seen as a potential way to shave additional minutes off of the important “TIM Timeline”. Faster notification equals faster response, bolstering roadway clearance, and improving responder and public safety.

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

Are you one of the 10,000?



By Shawn Kinney, Traffic Incident Management Road Ranger Program Manager, FDOT

More than 10,000 Florida responders have been trained in the National TIM Responder Training Program and almost 500,000 nationally. The training was created by responders for responders, and it is the national state of the practice for responding to roadway incidents. The course provides first responders a shared understanding of the requirements for safety, quick clearance; and communications. Traffic incident responders learn how to be safe, operate more efficiently, and work together.

The training covers many TIM recommended procedures and techniques, including:

- » **TIM Fundamentals and Terminology**
- » **Notification and Scene Size-Up**
- » **Safe Vehicle Positioning**
- » **Scene Safety**
- » **Command Responsibilities**
- » **Traffic Management**
- » **Special Circumstances**
- » **Clearance and Termination**

<http://floridatim.com/Training.htm>



Classroom and online versions of the training are available free of charge to any police, fire, EMS, towing, transportation, or other responder disciplines.










For more information, please contact Shawn Kinney at Shawn.Kinney@dot.state.fl.us.



PERFORMANCE MEASURES

Since the implementation of the program, 10,365 incident responders have received the training in the state of Florida (as of May 18, 2020). That number represents roughly 26 percent of the responders in operational roles that are supporting traffic incident response operations. During the third quarter of FY 2019/2020, about 216 responders received the training.

Responders Trained

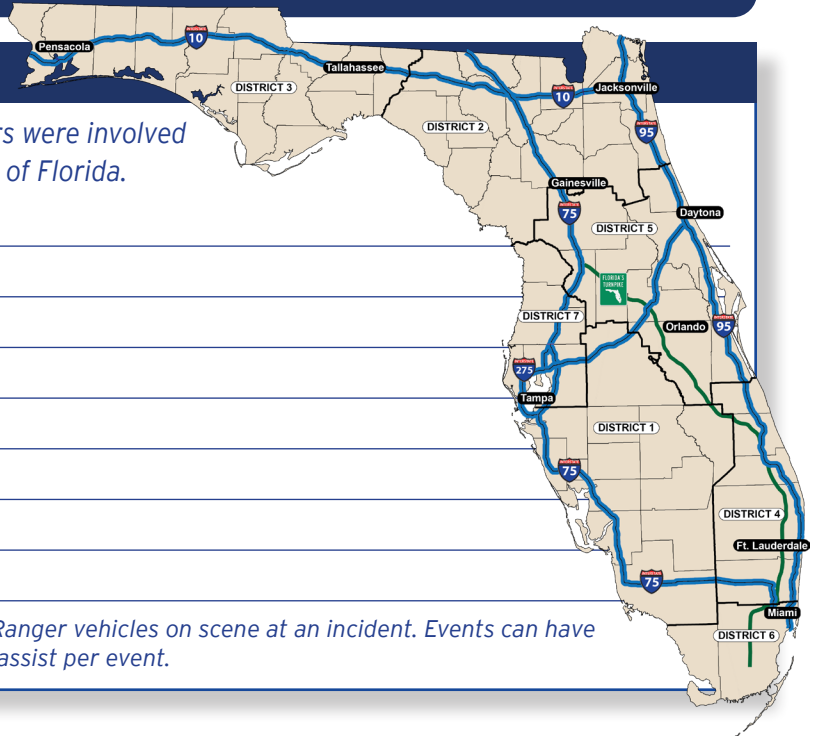
TIM TRAINING RECEIVED BY:	LEO	FIRE	EMS	TOW	FDOT	OTHER	QTR TOTAL
							
1ST QUARTER	22	97	27	3	129	65	343
2ND QUARTER	27	286	14	10	54	16	407
3RD QUARTER	3	162	11	8	18	14	216
4TH QUARTER	-	-	-	-	-	-	-
FYTD	52	545	52	21	201	95	966

Road Ranger Assists by District

During the third quarter of FY 2019/2020, Road Rangers were involved in 106,755 events providing assistance to the motorists of Florida.

District One	10,806
District Two	8,976
District Three	4,493
District Four	19,463
District Five	16,748
District Six	10,114
District Seven	11,258
Florida's Turnpike	24,917

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.



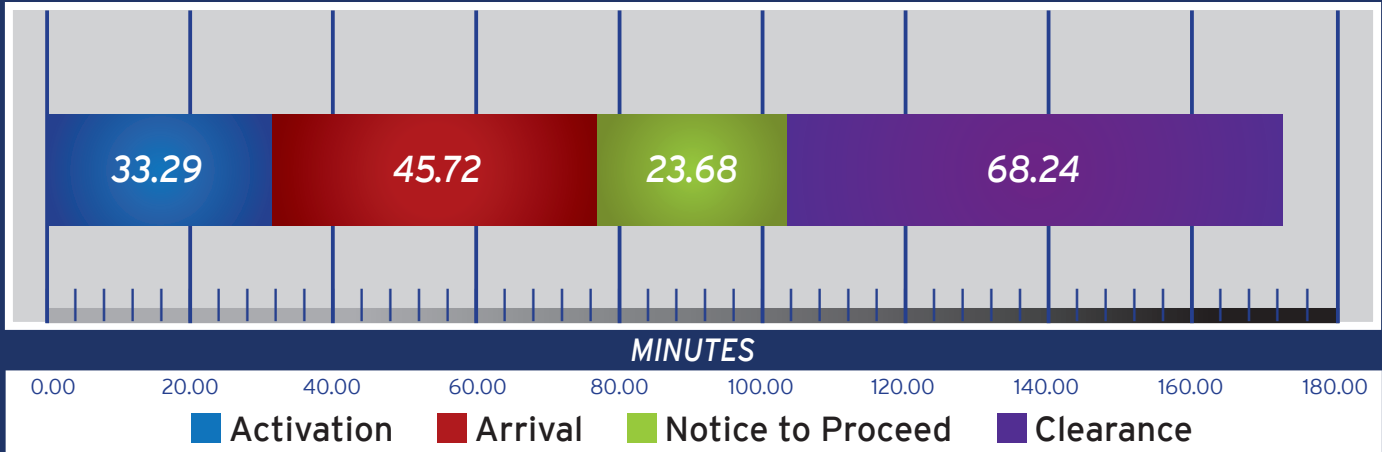
Road Ranger Assist Data

	HIGHEST ACTIVITY TOTALS		LOWEST ACTIVITY TOTALS	
	SOURCE	TOTAL	SOURCE	TOTAL
ASSISTS BY NOTIFIER	ROAD RANGER	68,024	MOTORIST	34
ASSISTS BY EVENT TYPE	DISABLED VEHICLE	68,945	PEDESTRIAN	276
ARRIVALS BY DAY OF WEEK	FRIDAY	19,406	SUNDAY	12,876
ARRIVALS BY TIMEFRAME	3:00 pm - 6:00 pm	25,170	3:00 am - 6:00 am	3,239

Rapid Incident Scene Clearance

During the third quarter of FY 2019/2020 (January 2020 to March 2020), seven Districts and Florida's Turnpike activated the RISC Program 79 times with approximately \$241,100 in bonus-incentive payments made to vendors.

Third Quarter Statewide Average RISC Incident Duration



2020 National Responder Safety Update

20 Responders Killed in Struck-By Incidents

Law Enforcement (10)

- 8 Traffic stops/LE activity
- 2 Working crashes

Towing (6)

- 5 Assisting disabled vehicles
- 1 Assisting LE and crash scenes

Fire and EMS (3)

- Assisting crash scenes

DOT/SSP (1)

- Debris removal

Road HEROES

District 1 - James Marlin and Scott Pierce

On Tuesday April 7, 2020 at 4:23 p.m. there was a disabled vehicle on SB I-75 near the SR-70 Exit. This is in the construction zone and there were no shoulders available. The vehicle and driver were in a very bad situation given the location and time of day. Within minutes Road Ranger James Marlin arrived and verified that the vehicle had a flat tire. Road Ranger Scott Pierce arrived behind Road Ranger Marlin to assist with the temporary traffic control (TTC). Road Ranger Marlin was able to push the vehicle into the gore area just up from and out of the construction zone. The Road Rangers then changed the tire and the driver was on their way.



James Marlin and Scott Pierce



Cory Jordan

District 3 - Cory Jordan

Mr. Cory Jordan has been providing dedicated Road Ranger support to the checkpoint activities near the Florida/Alabama state line. His activities have assisted our customers a number of times since the beginning of the checkpoint. In order to maintain excellent traffic flow, Cory has changed tires and provided incident support that was critical to eliminating any queuing near the checkpoint that can endanger our customers. His hard work and dedication is in alignment with the Florida Department of Transportation's (FDOT's) Mission and Values. Though his actions are very normal for the Road Ranger Patrols around the entire state, Mr. Jordan has maintained a good attitude and continued to provide uninterrupted service during the checkpoint detail. His good form and practice has been recognized by FHP Captain Richard Warden and appreciated by FDOT District Three. He is an exceptional Road Ranger and deserves our recognition.



Rico Brown

Florida's Turnpike - Rico Brown, Clark Valladares and Joseph Kadeem

Since the March 23 opening of the COVID-19 testing site at Hard Rock Stadium in Miami Gardens, the Florida's Turnpike's Road Ranger Wrecker Truck Romeo 4 has been repositioned and staged to assist with the traffic flow into and around the testing site. To help keep the traffic flow moving, Romeo 4 has supplied gasoline to those motorists who have run out of gas while waiting and has jump-started vehicles when the battery has died while waiting. In cases where a person tests positive at the site, the person is directly transported to a medical facility and Romeo 4, under direction of the National Guard, hooks up that person's vehicle and transports it to a designated area. This test site is open from 9 a.m. to 5 p.m. and often has lines of vehicles on site prior to opening. Great appreciation and thanks are owed to Road Rangers Rico Brown, Clark Valladares and Joseph Kadeem who have answered the call to this "high risk" assignment during our national crisis.

District 6 - Hector Megido

On Monday, April 13, Road Ranger Hector Megido was dispatched to assist a disabled vehicle on southbound Interstate 75, near Miami Gardens Drive. Upon arrival, Mr. Megido immediately went to work to secure the scene and help the driver. He changed the vehicle's flat tire and replaced it with a spare. Within minutes, the motorist was back on the road and on to their destination. The motorist was appreciative and so impressed with the services rendered, that he called the District Six SunGuide TMC to personally compliment the "impeccable service" provided by Mr. Megido that day.

District Six has continued to provide incident management services to the motorists of our region during the COVID-19 pandemic. It is ensuring Road Rangers are following all protocols to assure the safety of first responders and the traveling public throughout this time.



Hector Megido



Traffic Incident Management Efficient Traffic Rerouting and Agency Coordination (TIM eTRAC) – FDOT District Three

By Kenny Shiver, District Three Arterial Management Specialist, FDOT;
and Rakesh Sharma, Janelle Versnick, and Gaurav Sultania, all of HNTB Corporation.

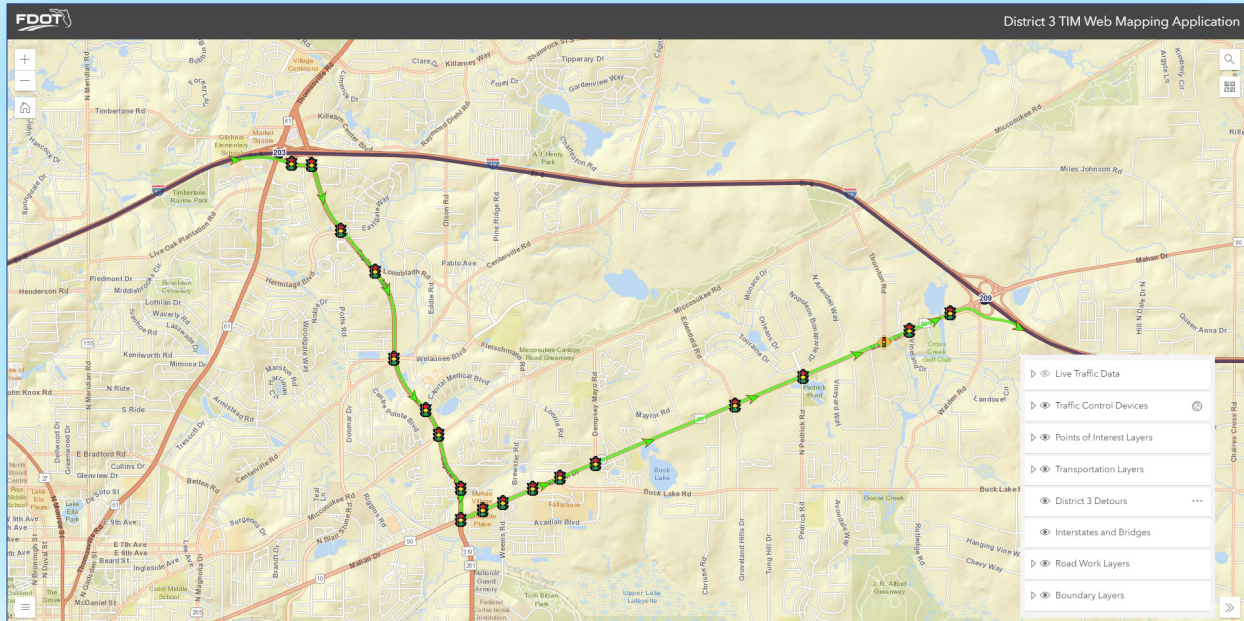
Traffic Incidents are a major cause of traffic congestion on the freeway system. Sometimes these incidents lead to the closure of all the lanes in one direction, and in some cases, lanes in both directions. In these situations when some or all the lanes are non-traversable, as well as when the time required for responders to clear the roadway is high, it can create hazardous situations, including secondary crashes. Every second counts in traffic incident management (TIM)!



Stakeholder meeting to showcase eTRAC application and detour routes

TIM is an important aspect of freeway operations to comply with the Florida Department of Transportation (FDOT) and the Florida Highway Patrol (FHP) agreement on the Open Roads Policy. To minimize the roadway clearance time and effectively manage freeway traffic during incidents, there is a huge desire from the TIM community to create a one-stop location and enable informed decision making. District Three has conducted extensive coordination with regional stakeholders including the Regional Traffic Management Center (RTMC), the State Emergency

Traffic Incident Management Efficient Traffic Rerouting and Agency Coordination (TIM eTRAC) - FDOT District Three, continued from 10



District Three TIM Web Application detour example

Operations Center (SEOC), law enforcement agencies, fire departments, and local government agencies in the cities of Tallahassee, Chipley, and Pensacola. The stakeholder needs were gathered via workshops within the District and incorporated in a GIS-based web application named the efficient Traffic Rerouting and Agency Coordination (eTRAC).

With eTRAC, District Three took a comprehensive approach to use the readily available data to make informed decisions in real time by first responders and created an integrated corridor management (ICM) environment. eTRAC consolidates all available traffic data into one database accessible to all FDOT staff and first responders via phone, tablet, or laptop. The app utilizes this data to automatically identify approved diversion routes within the surrounding transportation network while minimizing delays and potential impacts caused by traffic-related incidents.

The web-based eTRAC application can be accessed here: <https://etrac.fdot.gov/>

Currently, the eTRAC application accomplishes the following:

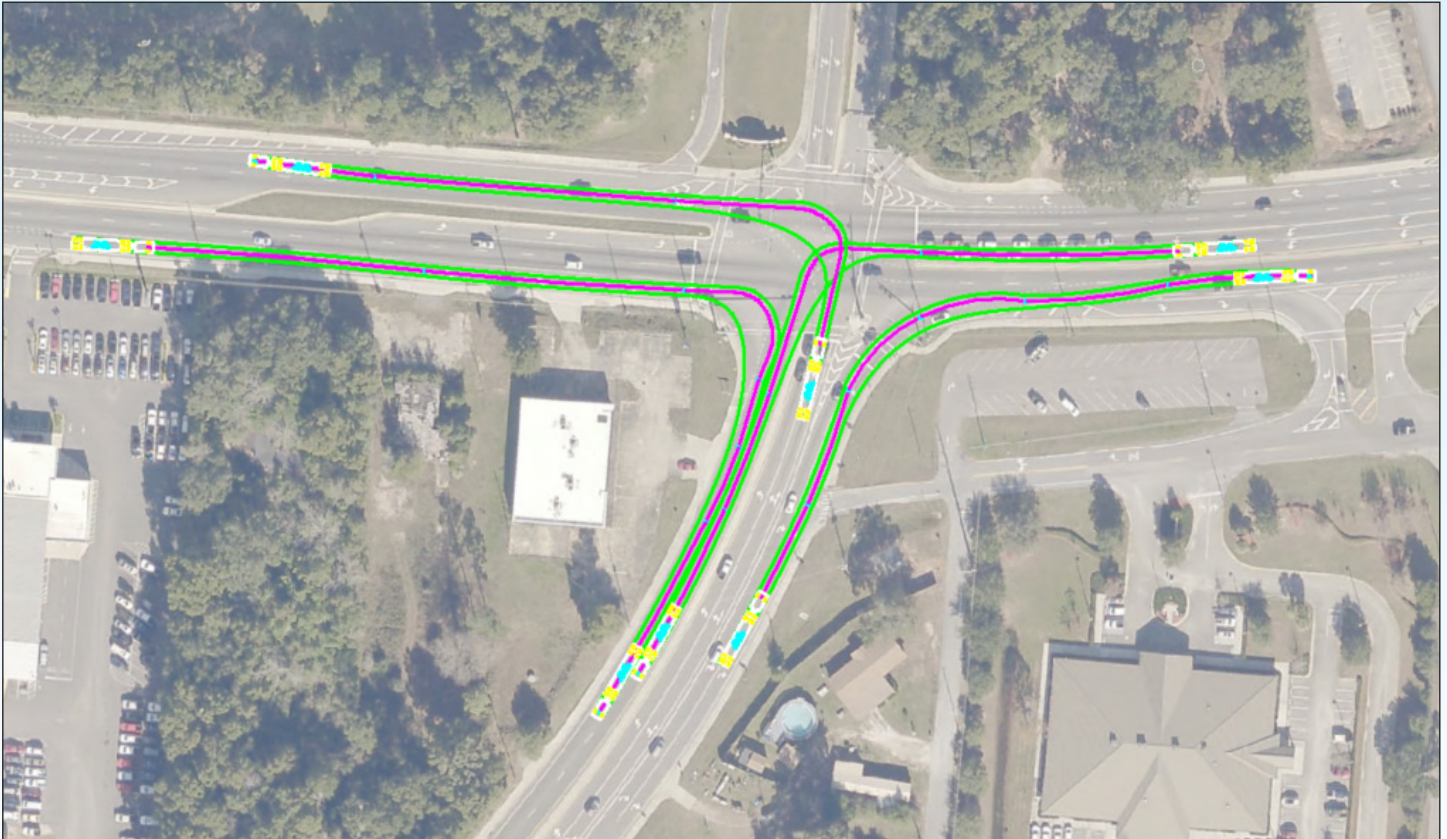
- » Auto identification of approved traffic diversion routes (usually on-system arterial roads)
- » Ability to access traffic control plans showing traffic control devices and traffic signals
- » Ability to download plans and access the web-based

application on various mobile devices

- » Identifies the number of traffic signals and associated maintaining agencies for notification about detour activation
- » Shows active construction and future work program construction
- » Shows crossovers, gas stations, hospitals, helipad locations, rail-road crossings, and general bridge locations
- » Identifies restricted truck routes and alternate options
- » Ability to pick from multiple detour routes due to the extent of congestion
- » Ability to connect with FL511 for detour route plan information dissemination (ongoing effort)

eTRAC Process

To support this activity, detailed detour plans were developed which can be used during incident management when I-10 and I-110 lanes are closed or experiencing heavy backup due to an incident. The design plans include the placement of traffic diversion and route closure signs. These plans are developed based on FDOT Standard Plans Index 102-600, 102-616, and 102-623. These plans are also available using a web-based application that is responsively designed, allowing access via computer, phone, or other electronic devices.



Truck Turning Restrictions following WB-62 using AutoTurn

Next Steps

Future enhancements being considered for the application include integration into the existing FL511 platform by helping local law enforcement, emergency response teams, and Traffic Maintenance Centers make decisions regarding emergency road closures and pushing out real-time detour notifications to the drivers. Currently, when a temporary blockage is detected and determined to need re-routing, a route is created on the fly and sent to FL511 to be digitized by the on-site staff. This application could improve the process by giving the decision-makers a solid pre-determined plan for re-routing and expedite the process. An existing spatial layer can be sent to FL511, shortening the time for the detour to be available in FL511, which would allow traffic monitoring applications, like WAZE, to pick up the detour.

Another enhancement being considered is the capturing of historical re-routing events, which would help determine the effectiveness of the route, by allowing for analysis of traffic flow and additional events, and to identify on-going problem areas.

Central Florida Outreach Event “Touches” Incident Management

By Michael Washburn, Florida's Turnpike Incident Management Program Manager, FDOT

The Florida Department of Transportation Traffic Incident Management (TIM) program was well represented at a Central Florida community outreach event on March 7 in Orlando. An FDOT Road Ranger tow-capable vehicle and contracted tow trucks were on display for a hands-on experience by children and their parents at the 12th Annual Touch-a-Truck event held at the Trinity Downtown Church campus.

The event, which was attended by approximately 2,000 residents, allowed kids to see and interact with trucks and vehicles used by our public servants and workers every day. Roy Ward, Road Ranger supervisor for AutoBase, said more than 133 families visited the Road Ranger display where State Farm safety service patrol pamphlets and coloring books were handed out.

“Between the truck’s PA system and horn, the kids loved our presence and made our vehicle a favorite,” Ward said. Johnson’s Wrecker Service, an original Florida’s Turnpike Specialty Towing and Roadside Repair contractor and RISC vendor for both the Florida’s Turnpike and FDOT District Five, has participated in the event for multiple years, and again, proved a favorite for kids, allowing them to sit inside a Class C tow truck.



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

Event traffic began building on the Florida's Turnpike Mainline approaching Yeehaw Junction in the early morning hours of March 5, 2020. The Florida's Turnpike event planning committee introduced a shoulder-use plan this year that proved to be a complete success.

Special Event Traffic Provides A Challenge

By Mary Lou Veroline, TSM&O Technical Writer and Kelly Kinney, TMC Team Manager, FDOT

The Okeechobee Music and Arts Festival, held annually in the normally "sleepy" rural area of Central Florida south of Yeehaw Junction, brought close to 30,000 visitors to the region this year from March 5-8.

Having accumulated "lessons learned" from past events, the Florida's Turnpike Traffic Operations team prepared for the anticipated onslaught by holding an internal operations meeting in February. This meeting helped coordinate temporary traffic control (TTC) plans, law enforcement special details, portable VMS deployment, Florida's Turnpike Service Plaza information display messaging, and signal timing plans. Additionally, the Florida's Turnpike TMC drafted a pre-defined messaging plan and coordinated Road Ranger staging at strategic locations for the main travel day of the event on Thursday, March 5.

Making use of two new tower cameras mounted atop the Yeehaw Junction cell tower site, the TMC began monitoring the State Road 60 interchange area Thursday morning and observed off-ramp delays beginning around 7:45 a.m. Operators worked diligently to manage the delays and encourage exiting traffic to use the shoulder by activating DMS, HAR, CBRAS, and 511 information. The TMC also coordinated with the toll plaza staff, Florida's Turnpike Management management, Osceola County TMC, Florida's Turnpike field staff field staff, and the Florida Highway Patrol to ensure the most efficient traffic movement.

The team continued to observe traffic in the interchange area throughout the weekend, with some minor delays on Friday and another rush on Sunday afternoon. On Monday, March 8, the festival traffic began to return home and Operators monitored the influx of traffic entering the system and delays on State Road 60. The TMC again coordinated with toll plaza staff for manual toll ticket distribution to ensure the most efficient processing of incoming traffic.

Despite the delays for exiting traffic, there were no crashes on the Florida's Turnpike system associated with the special event.

The Florida's Turnpike Team held a debrief meeting with other event stakeholders in the week following to discuss lessons learned and high notes. Some key success stories include the messaging for shoulder usage, staging Road Rangers, and strategic toll suspensions throughout the peak travel times.



The weekend's only incident that impacted event traffic came in the form of a disabled vehicle just ahead of the exit ramp. Because of the pre-staged Road Ranger, the scene was cleared within minutes.

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



Miami-Dade County TIM Team Hosts 95 Corridor Meeting

By Carlos Dardes, FMS/AMS Specialist IV, FDOT

The Florida Department of Transportation (FDOT) District Six Traffic Incident Management (TIM) Team recently hosted a corridor-specific meeting for all projects, partners, and services that support Interstate 95 (I-95).

The meeting was held in February and was attended by local stakeholders, including Miami-Dade County Transit, Port Miami Tunnel, FDOT District Six North Dade Maintenance, FDOT District Six Construction Office, and others. The meeting was a kick-off to the first of many that will focus on the projects and events impacting the east side of Miami-Dade county including I-95; 95 Express; I-395; and the MacArthur Causeway, I-195, and the Julia Tuttle Causeway (collectively known as the 95 Corridor). The District will also host a Palmetto Corridor meeting to focus on the traffic issues impacting that highway. It divided the county by the I-95 Corridor (east) and Palmetto Corridor (west) to more effectively target the traffic issues according to their region and respective stakeholders. The goal is to discuss corridor-specific issues such as construction projects and special events early in the year to identify potential issues and give the team ample time to resolve them. This is especially important on I-95 since it is the main conduit to the city's major tourist destinations and is impacted by many special events throughout the year. Providing an open forum to discuss these and other items in advance allows stakeholders to create the proper plans that mitigate traffic impacts and promote safety.

District Six began the meeting by briefing attendees about their recent participation with the National Football League (NFL) for Superbowl LIV (54). They reported on how their role of providing transportation management support ensured there were no lane closures and there was ample signage and coordination for smooth event traffic. District staff also listed the year's remaining special events for team discussion. Construction personnel provided updates on the Golden Glades Multi-Modal Transportation Facility and the I-95 Rigid Pavement Rehabilitation Projects. The meeting concluded with a presentation from the Port Miami Tunnel traffic operations team.

These corridor-specific meetings are part of a larger effort from FDOT District Six to enhance their existing incident management efforts in both Miami-Dade and Monroe counties. The recent expansion of the District's highway and arterial management operations has prompted the TIM team to enhance its meeting roster and provide partners with the tools needed to ensure the safety and mobility of our region.

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



By Shawn Kinney, Traffic Incident Management Road Ranger Program Manager, FDOT

GENERAL GUIDANCE

- Practice proper hand hygiene by promptly washing your hands or using hand sanitizer after physically interacting with others.
- If washing your hands, please do so for at least 20 seconds with soap and warm water.
- Avoid touching your face (eyes, nose, and mouth).
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Make sure to dispose of the tissue immediately.
- Avoid close physical contact with others, including shaking hands and hugging.
- Maintain at least six (6) feet distance between yourself and anyone who is coughing or sneezing, when possible.
- Promptly disinfect your gear after physical contact with any individual.
- Keep an adequate supply of disinfectant wipes and hand sanitizer in an easily accessible place while on duty.
- Wear a mask when assisting motorists and properly dispose after use.
- Educate yourself and participate in training on the use of Personal Protective Equipment (PPE) for respiratory protection, if available.
- Ensure only trained personnel wearing appropriate PPE have contact with individuals who have or may have COVID-19.
- Seek medical care if you have a fever, cough or difficulty breathing.

Interaction with Motorists

- Wear masks as recommended by Centers for Disease Control (CDC) guidance, during all interactions during a shift to limit the amount of exposure with motorists.
- Approach motorists only from the passenger side window, unless a non-traffic side approach is warranted.
- Insist motorists stay in their vehicles.
- Instead of allowing a motorist to use the cell phone, make the call for them or allow the motorist to speak via speaker phone while maintaining a safe distance of at least six (6) feet.

Transporting Motorists

- Call EMS/EMTs if the motorist has any medical emergency. Symptomatic and Asymptomatic COVID-19 is in itself not a medical emergency.
- Do not transport motorists except in emergency cases.
- Should you need to provide transport, wear a mask at all times and do not use recirculating (max) air conditioning until the passenger has exited the vehicle and a full wipe-down has been completed.
- Where the motorist vehicle is in a safe position, have drivers and passengers wait in vehicles for rides, particularly in inclement weather.
- Provide a protective block and traffic control while motorists wait for a ride.

Equipment/Cleaning

- Always use Personal Protective Equipment (PPE), if available.
- Conduct intensive vehicle cleanings before, during and after every shift.
- Wear masks as recommended by CDC guidance and ensure proper training for wearing masks.
- Clean SLERS communications equipment in accordance with Technical Services Memorandum(s) 42-05B & 42-07A.
- Each Road Ranger should have cleaning materials and hand sanitizer with them at all times.
- Sanitize any equipment that's frequently touched.
- Crack windows during downtime to air vehicles.
- Use fresh air circulation instead of recirculating A/C setting.
- Use FDOT procedures on how best to clean/disinfect SLERS radios.

Shift Practices

- Some patrol shifts have decreased or modified due to staffing or traffic demands.
- Some dispatch employees may work remotely.
- Patrol drivers may hold meetings over the phone or radio rather than in person.
- The requirement to disseminate brochures, Move It cards, etc. have been suspended until further notice.

Work-Home Practices

- Change out of uniform at the end of a shift immediately after returning home prior to interacting with family members.
- Practice good hygiene upon entering the home to include washing hands, changing clothes, etc.
- Keep field uniform and shoes away at an isolated space before entering in the main living space.

For more information, please contact Shawn Kinney at Shawn.Kinney@dot.state.fl.us.



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