

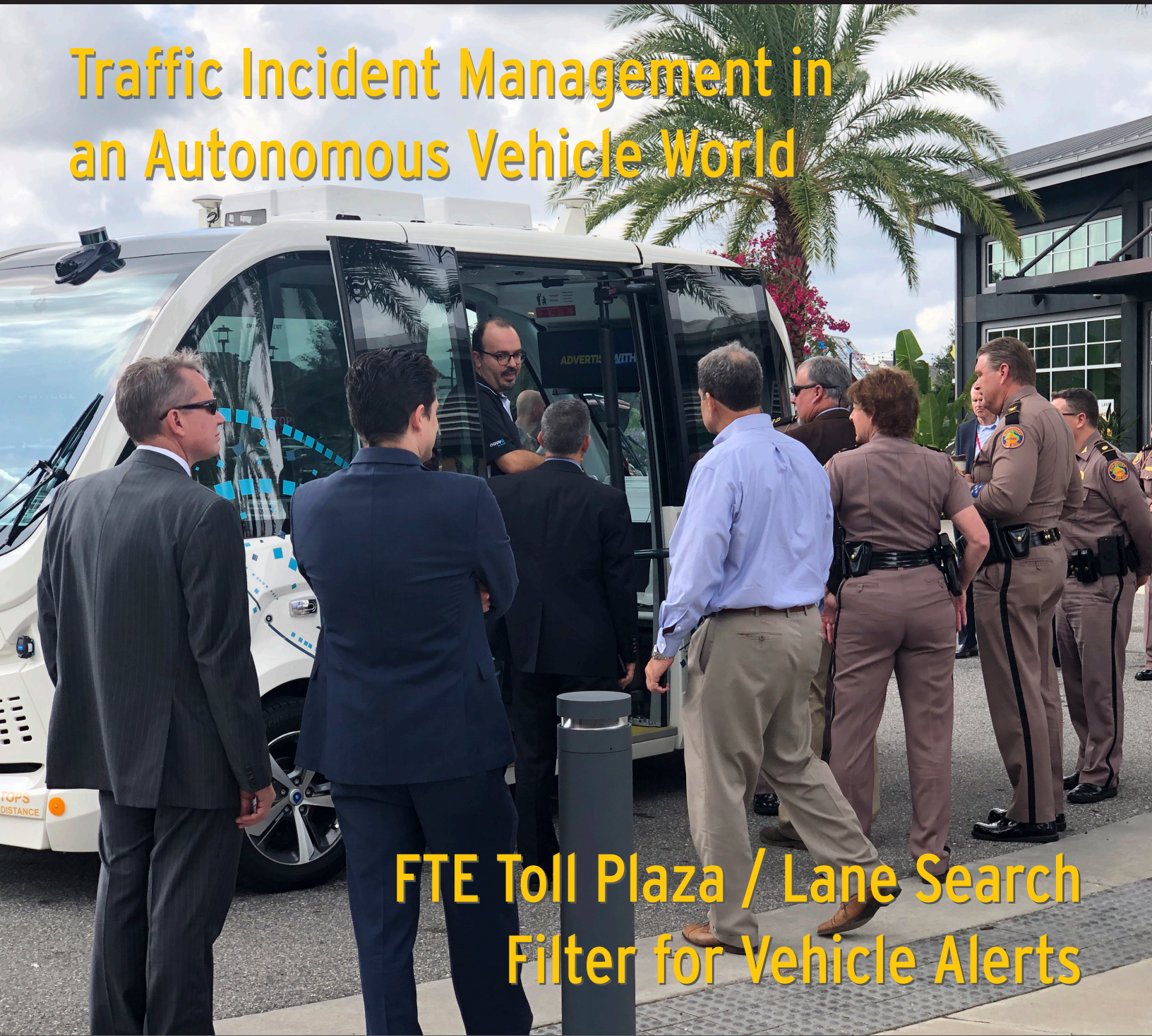


RESPONDER

Volume 1, Issue 1

March 2020

Traffic Incident Management in an Autonomous Vehicle World



FTE Toll Plaza / Lane Search
Filter for Vehicle Alerts



TIM Team & Working Group

MEETINGS & WEBINARS

DATE	DISTRICT/COUNTY	TIME
April 22, 2020	Talking TIM Webinar - National Operations Center of Excellence (NOCoe) https://transportationops.org/event/talking-tim-webinar-series-april-2020	1 pm - 2:30 pm
May 6, 2020	I-4/Metro Orlando Area TIM Team Meeting FDOT RTMC & Troop D RCC, 4975 Wilson Road, Sanford, FL 32771	9:30 am - 11:30 am
May 14, 2020	I-95 South TIM Team Meeting FHP Brevard Headquarters, 3775 W. King Street, Cocoa, FL 32926	9:30 am - 11:30 am
May 19, 2020	Turnpike (North Region) Quarterly TIM Team Meeting Mile-Post 263, Turkey Lake Service Plaza, Bldg. 5315, Ocoee, FL 34761	10:30 am - 12:30 pm
May 21, 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
May 21, 2020	Turnpike (South Region) Quarterly TIM Team Meeting Mile-Post 65, Pompano Beach Service Plaza, Pompano Beach, FL 33069	10 am - 12 pm
May 28, 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
June 9, 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
June 10, 2020	Collier, Lee, Charlotte Counties TIM Team Meeting SWIFT SunGuide Center, 10041 Daniels Parkway, Ft. Myers, FL 33913	9:30 am - 11:30 am
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

****NOTE: Meetings shown here are for information only. They are subject to change depending on the COVID-19 status. Please coordinate with the meeting organizer for any changes.****



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TIM Program Manager Update

Greetings Traffic Incident Management (TIM) professionals. Welcome to the inaugural edition of the Florida TIM Responder, Florida's Statewide TIM Program newsletter. 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 Responder 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 and recognition.

Briefly looking back, 2019 was an important year for TIM in Florida. It began with the Florida Department of Transportation (FDOT) adopting a statewide [TIM Strategic Plan](#) in January. The Plan was developed under the leadership of the FDOT State Traffic Engineering and Operations Office, Incident Management/ Commercial Vehicle Operations Program Division, with significant input, guidance and stakeholder representation from FDOT District-level TIM managers and support staff. The Department-wide Plan, at its core, was designed to set priorities, focus energy and resources, strengthen operations, and ensure that stakeholders and TIM Program partners are working toward common goals. Developing the TIM Responder newsletter was among the highest strategic priorities initiated during 2019. This was just one of the more than 60 strategies identified in the TIM Strategic Plan.

Now, as we look ahead to the remainder of 2020 and beyond, we are excited to build upon the momentum previously established. A sampling of the various TIM advancement strategies and innovations on the agenda for this year include improving responder safety through support training, dashboarding and monitoring data-driven TIM performance, and enhancing the consistency and effectiveness of Road Ranger Service Patrol and RISC operations. Also on the agenda are identifying new opportunities for TIM awareness and outreach and providing various tools, guidelines, and technologies to aid responders in minimizing the impacts of traffic incidents. Please watch for strategy implementation progress in future editions of the Responder as well as 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 would like to extend an open invitation to you to send us Responder newsletter ideas and comments as well as articles and announcements that you'd like to share.

Thank you for your continued commitment to the TIM Program for the State of Florida as we navigate our current reality with COVID-19. Sudden changes to daily life and routine can be overwhelming and keeping focus on your health is 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 and 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.

FTE Toll Plaza / Lane Search Filter for Vehicle Alerts

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



TWENTY-FOUR ALERTS HAVE BEEN ENTERED INTO THE TOLL LANES FILTER DATABASE, WITH ONE SUCCESSFUL HIT, SINCE THE NEW PROCESS WAS IMPLEMENTED.

Through the use of tolls technology, the Florida's Turnpike Traffic Management Center (TMC) has been able to implement a new protocol to aid in the search for vehicles that are the subject of an AMBER, Silver or Law Enforcement Alert.

In the past when an alert was issued, TMC Operators were limited to entering the information into SunGuide, lighting DMS boards in the area, and alerting Road Rangers to be on the lookout for the vehicle. While these were all good steps to take, the missing piece of the puzzle was the ability to tap into the SunPass tolls database in real time to see if the vehicle had recently passed through a tolling point. Leaders within the Turnpike's Traffic Operations and Tolls department knew that opportunities to assist were slipping through their fingers and set about developing an access route for the TMC to use.

Enter the "Toll Lanes Filter" website, which is used to monitor the Tolls network for all vehicle license plates traveling through Turnpike toll plazas. With the new partnership between Traffic Operations and Tolls, as soon as a vehicle alert is activated, a TMC Supervisor can enter the vehicle information into the website's lane filter database twenty-four hours/seven days per week. When the system detects a license plate match, an email is sent to the TMC within 60 seconds.

The email contains an image of the vehicle and the toll plaza ID/lane number. The TMC then makes contact with the appropriate Florida Highway Patrol (FHP) dispatch center and relays the information regarding the vehicle's location and direction of travel. The TMC also contacts the regional Road Ranger for that area to make them aware of the vehicle's last known location.

TMC personnel were trained on the system on November 20, 2019. On November 24 at 10:35 p.m., a Silver Alert 'hit' was detected at the Commercial Boulevard exit ramp in Fort Lauderdale and was relayed to the FHP Troop K dispatch center. FHP then worked with local authorities to continue a more targeted search.

As with any new program rollout, there have been some challenges uncovered during system use, primarily intermittent connectivity issues and inaccurate or missing plaza ID numbers in the system (due to All-Electronic Tolling [AET] conversions), but through communication amongst stakeholder leadership, solutions are forthcoming. In the meantime, the team is energized about the potential life-saving tool that has been added to the TMC's toolbox.

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

District Six Begins RISC Services in Monroe County

By Carlos Dardes, FMS/AMS Specialist IV, FDOT

The Florida Department of Transportation's (FDOT) District Six expanded the Rapid Incident Scene Clearance (RISC) Program to Monroe County.

The Monroe County RISC Program launched in September 2019 to expedite the clearance of major crashes involving heavy vehicles along US 1 from Stock Island to Florida City. The program is set to improve area safety since US 1 is the only roadway that provides access to and from the Florida Keys and is the main evacuation route during emergency situations. Large-scale crashes often require specialized towing equipment and may take hours to clear from the roadway. This can be especially problematic in areas with limited alternative routes such as Monroe County. The RISC Program mitigates these impacts by financially incentivizing the vendor to meet contractual performance metrics including arriving at the scene within 60 minutes of activation and reopening all travel lanes within 90 minutes of the Notice to Proceed. These metrics are consistent with the Florida's Open Roads Policy and have proven to reduce closure duration times in areas where RISC services are provided.

The Monroe County RISC fleet is strategically located along US 1 to promote faster response times. For every RISC activation, the vendor is required to respond with three vehicles: a 35-ton heavy duty wrecker, a 50-ton wrecker and a recovery support vehicle. The service is managed by the SunGuide Transportation Management Center in Miami-Dade County where traffic operators coordinate with the Florida Highway Patrol and local law enforcement to activate RISC as deemed needed. In addition, they use closed-circuit television (CCTV) cameras to monitor recovery and clearance efforts in the field.

This project is part of a larger effort to expand Transportation Systems Management and Operations in the Florida Keys. The FDOT has partnered with local stakeholders to provide a more proactive approach to traffic management in the area. The District recently completed its first year operating and maintaining the traffic signals and devices along a 102-mile stretch of US 1. The District upgraded the signal system and equipment to current standards and is in the process of updating the areas' CCTV cameras as well. The District will also begin operating the traffic signals along state roads within the City of Key West and is working on the District's first Connected Vehicle pilot project that will be advertised later this summer. The combination of these efforts is set to provide the transportation solutions that will improve the overall safety and reliability of US 1 in the Florida Keys.



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



Traffic Incident Management in an Autonomous Vehicle World

By Sheryl Bradley, District Five TIM Program Manager, FDOT

In November, an autonomous shuttle company named Beep, partnered with the Florida Highway Patrol (FHP) in hosting a three-hour workshop on the future of autonomous vehicles and Traffic Incident Management, specifically with regards to crash investigation processes. The workshop was well attended by more than 40 people from Florida Highway Safety and Motor Vehicles, the FHP, the Florida Department of Transportation, the National Highway Traffic Safety Administration, and guests from several political offices. Beep CEO Joe Moye welcomed the group and kicked off the discussion with a broad overview of the company's pilot shuttle program in Lake Nona, a southeast Orlando community. Senator Jeff Brandes discussed his legislative support for advancing Connected Vehicle/Autonomous Vehicle technology in Florida, with consideration of safety, transportation equity, and overall economic benefits.

During the meeting, the FHP provided an overview of current crash investigation protocols before the group engaged in a number of presentations and discussions about AV technology. Among the topics discussed were how the data would be collected from autonomous vehicles, how the data might be used in future investigative processes, and what challenges the FHP and others can expect in accessing that data. Some of the data might include driver or vehicle behavior (speeds, braking, steering, etc.), as well as video of the autonomous vehicle and other involved or nearby vehicles. This data could be invaluable in the future of incident scene reconstruction.

The group talked about the myriad of CV/AV vendors and how, without standardization at this time, there are significant gaps in information and training, including the tools and equipment needed to extract data from these vehicles, post-incident. Another challenge discussed was the permissibility of accessing data. Who would own the data? The manufacturer or the registered owner? If at risk of fault, is either party motivated to provide access to



Traffic Incident Management in an Autonomous Vehicle World, from 6

the data? How does proprietary information play into the equation when talking about access to AV data? To provide some perspective, the FHP's legal advisors made a comparison to the legal challenges law enforcement agencies have faced with proprietary information for portable breathalyzer units. The group also discussed, at length, issues of cyber security and the potential threats to CV/AV systems.

The workshop was an invaluable exchange between stakeholders and made clear that, as CV/AV technology advances and deploys on Florida roadways, there are a number of legislative issues to be mindful of, and many more that will likely evolve as we become more familiar with the various technologies and legal obstacles surrounding their use. As a result, the major conclusion from the workshop was that we must continue with stakeholder collaboration, which is critical to the effort, and collectively develop best practices pertaining to risk mitigation, investigations, and incident management.

At the conclusion, participants had the opportunity to see and learn more about NAVYA company's AUTONOM shuttle, as well as experience the technology first hand with a ride through the Lake Nona community. The shuttle is equipped with a number of sensors and safety features. While operating completely autonomously, the shuttle can also be manually operated with an onboard joystick, or even remotely, in the event of an emergency.

In the spring of 2019, as Beep was deploying its first AV shuttle in Florida, the company also hosted a hands-on operational training with local emergency responders. The training was intended to educate responders on how to interact with the autonomous shuttle in the event the vehicle is present at an incident scene. Orlando Fire Chief Richard Wales, said, "As first responders, our knowledge and skills need to keep evolving with the automotive technology that people have access to, now and in the future." During the training, responders learned about potential hazards, how to immobilize the shuttle, and passenger safety.



For more information, please contact Sheryl Bradley at (321) 257-7347 or by email Sheryl.Bradley@dot.state.fl.us.



Not All Heroes Wear Capes...

By Sheryl Bradley, District Five TIM Program Manager, FDOT

In fact, some don brightly colored traffic vests and patrol Florida's roadways. Road Rangers are a dedicated group of emergency responders and represent the Florida Department of Transportation's first line of response to a significant number of roadway incidents. In the past year, the call to action has exceeded the normal expectations of a Road Ranger, and FDOT's Road Rangers have stepped up to the plate!

On September 23, 2018, District Five Road Ranger Hector Gonzalez was en route to a minor event on Interstate 4 (I-4) in Volusia County, when he observed a motorist on the opposite side of the road attempting to break the window of a stopped vehicle. Hector suspected a medical emergency and quickly alerted the regional transportation management center (RTMC) before diverting from his call to lend assistance. Upon arriving, Hector found a driver in the stopped vehicle who appeared to be suffering a massive heart attack. He and a Volusia County Sheriff's Deputy removed the driver from the vehicle and immediately began administering CPR until rescue units arrived on scene. Thanks to Hector's quick actions, the individual made it to the hospital where he underwent emergency cardiac surgery. The patient was later determined to be one of our local fire chiefs and the motorist who had originally stopped to assist was his son who had been following behind him at the time of his attack. Hector was recognized in 2019 during the Volusia County Chamber of Commerce's First Responder Valor Awards.

While on routine patrol, February 21, 2019, Central Florida Expressway Authority (CFX) Road Ranger Garrett Popovich, came upon an incident scene where he observed tire marks leading into a retention pond and several observers looking across the body of water. Without giving it a second thought, Garrett parked, grabbed a window punch from his truck, and ran into the pond, where a vehicle was quickly sinking. As he swam to the vehicle, which was then mostly underwater, Garrett noticed a hand pressed against the inside of the window and knew he had to act quickly. Garrett was able to break the window, pull the driver from the vehicle, and swam back to shore with the driver in tow. Garrett's actions were heralded as life-saving and received national media attention, highlighting the value and dedication of FDOT's Road Ranger program.

District Four Road Ranger Steve Gordon was making a turnaround while on routine patrol during his April 17 shift, which took him into the southern end of Brevard County. As he headed back into District Four, he encountered a disabled vehicle on the shoulder, driven by an elderly female. Steve stopped to offer assistance and noticed some inconsistencies in the woman's story that raised concerns. He kept the driver calm and comforted, while quietly requesting the Florida Highway Patrol (FHP) to respond. As it turns out, the woman had left her home in Bradenton the previous morning in search of a cell phone store, when she became

disoriented. She had driven around for nearly 24 hours, crossing the state with only a candy bar she had picked up at a gas station. In talking with her, Steve realized she was unsure of her current location. The driver's husband had filed a missing person report the prior evening when she didn't return home. Thanks to Steve's astute observations and compassion, a missing person was located and safely reunited with her family.

On April 23, **District Five Road Ranger Freddie Fraticelli** was patrolling the eastern end of I-4, in Volusia County, when he observed a wrong-way driver strike a concrete barrier wall before continuing down the interstate in the wrong direction. Freddie immediately notified the RTMC and requested FHP support, while maintaining visibility of the driver. Freddie provided constant updates of the driver's location and behaviors until the vehicle became disabled on the shoulder, where it was intercepted by mutual aid assistance from the Volusia County Sheriff's Office. A trooper arrived on scene shortly thereafter to conduct a crash investigation and arrested the driver for DUI. Freddie's quick thinking and professionalism was invaluable as he directed responders to the wrong-way driver, who was a serious threat to himself and everyone else on the roadway.

On June 25, **District Five Road Ranger Scott Allen-Well** was finishing up at an incident scene, when a driver approached on the shoulder and requested his assistance for an unresponsive male in their vehicle. Upon assessment, Scott's former experience as a firefighter and law enforcement officer kicked in and he recognized the situation was an overdose. He called the RTMC for Fire/Rescue dispatch, advising of the individual's condition, as he initiated CPR. Fire/Rescue soon arrived on scene and administered Narcan. Scott was credited with saving the individual's life.

And, most recently, **District Five Road Ranger Chris Thomas** overheard a be on the lookout (BOLO) communique on State Law Enforcement Radio for a Silver Alert. An elderly gentleman with early onset dementia had been reported missing an hour or so before. Chris observed the vehicle in northern Volusia County and contacted FHP dispatch with details of his location. Chris continued to follow the vehicle through the next county, providing FHP with updates, until Troopers were able to intercept the vehicle and reunite the driver with his concerned family.

While these acts stand out as extraordinary, FDOT's Road Rangers are a remarkable group of public safety responders who put themselves in harm's way each and every day to assist stranded motorists and provide enhanced safety for those involved in roadway incidents, as well as the emergency responders on scene. Road Rangers also work diligently to expedite roadway clearance to mitigate congestion and reduce the risk of secondary crashes, providing an overall safer and more efficient roadway network across the state, while receiving glowing commendations from the motorists they assist.



For more information, please contact Sheryl Bradley at (321) 257-7347 or by email Sheryl.Bradley@dot.state.fl.us.

Senior Executive and Public Safety Summit

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



DC Police joined by responders from Virginia and Maryland



National TIM Response Awareness Week Kickoff



US DOT TIM Program Manager Paul Jodoin

National Traffic Incident Management (TIM) leadership from all disciplines met in Washington, DC on November 14 and 15 to evaluate opportunities to improve TIM and renew focus at the highest leadership levels. Representing 21 National associations and 34 states, the day-and-a-half summit featured several panels and numerous speakers, including US DOT Secretary Elaine Chao and Florida's Congressman John Rutherford.

Summit sessions and speakers focused on several topics including; safety, training, data, laws/legislation, marketing, and technology. Informative sessions and expert presenters set the stage for the future of TIM, including ideas for better sharing of information, data collection, relationships, and funding.

The culmination of the Summit was a kickoff for the National Traffic Incident Response Awareness Week in the USDOT Headquarters plaza. Numerous incident responders from DC and the surrounding area were present to demonstrate the diversity of response organizations, as well as to reinforce the emphasis on "boots on the ground". Summit participants were invited to sign a proclamation making TIM a priority.

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

2019 National Responder Safety Update

42 Responders Killed in Struck-By Incidents

Law Enforcement (18)

11 Traffic stops/LE activity

5 Working crashes

2 Working DAVs

Towing (14) and mobile mechanics (3)

15 Assisting disabled vehicles

2 Assisting LE and crash scenes

Fire and EMS (7)

Assisting crash scenes



During the second quarter of fiscal year 2019/2020 (October 2019 to December 2019), FHP investigated 49,990 crashes involving 96,821 vehicles.

26,818 of these required towing

77% vehicles towed by FHP rotation towers

1 in 9 involved an owner request tow

17,703 crashes occurred on Interstates/Toll Roads

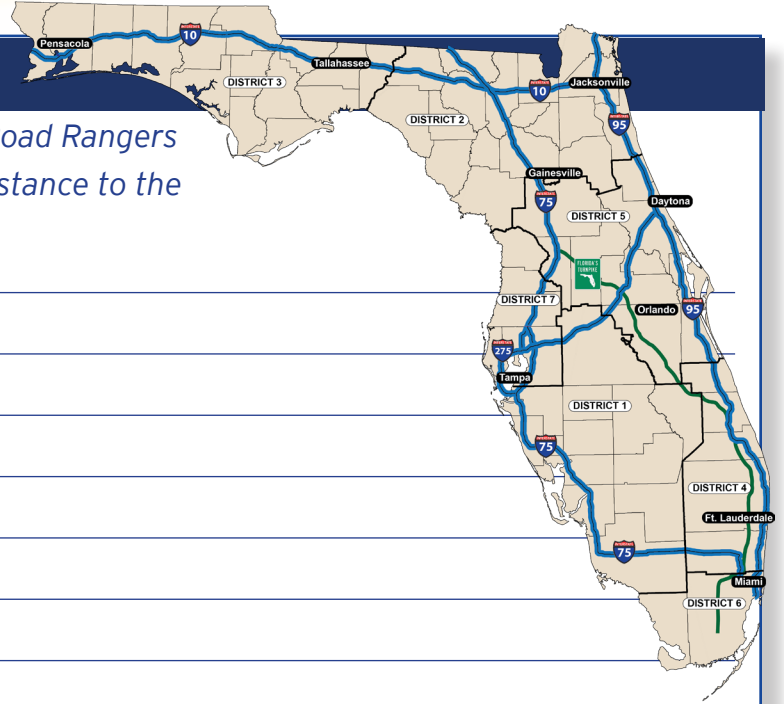
1,996 of 17,703 Interstate/Toll Road crashes resulted in lane blockage with the following attributes:

- 16 minutes of average response time investigating trooper
- 1,631 hours of cumulative response time investigating trooper
- 1.35 hours of average roadway clearance time
- 8,208 hours of cumulative roadway clearance time



PERFORMANCE MEASUREMENTS

Road Ranger Assists by District



During the second quarter of FY 2019/2020, Road Rangers were involved in 114,508 events providing assistance to the motorists of Florida.

District One	8,059
District Two	9,447
District Three	4,583
District Four	21,532
District Five	17,810
District Six	10,961
District Seven	14,072
Florida's Turnpike	28,044

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.

On January 19, 2020, at approximately 12:06 pm, Road Ranger Pedro Galvez arrived at the scene of a vehicle at Mile Marker 89 on Southbound I-75, where a child was having a seizure. At 12:07 pm, Pedro notified the regional transportation management center (RTMC) of the medical emergency and that Emergency Medical Services (EMS) was needed. The Florida Highway Patrol was also notified and EMS was dispatched. At approximately 12:18 pm, EMS arrived and transported the child. The next morning, Mr. Bell the father, notified the RTMC Supervisor to send out a "Big Thank You" to Pedro for helping in saving his son's life.

Photo of Pedro Galvez receiving congratulations from District One TIM Program Manager Tom Arsenault at the February TIM Meeting.



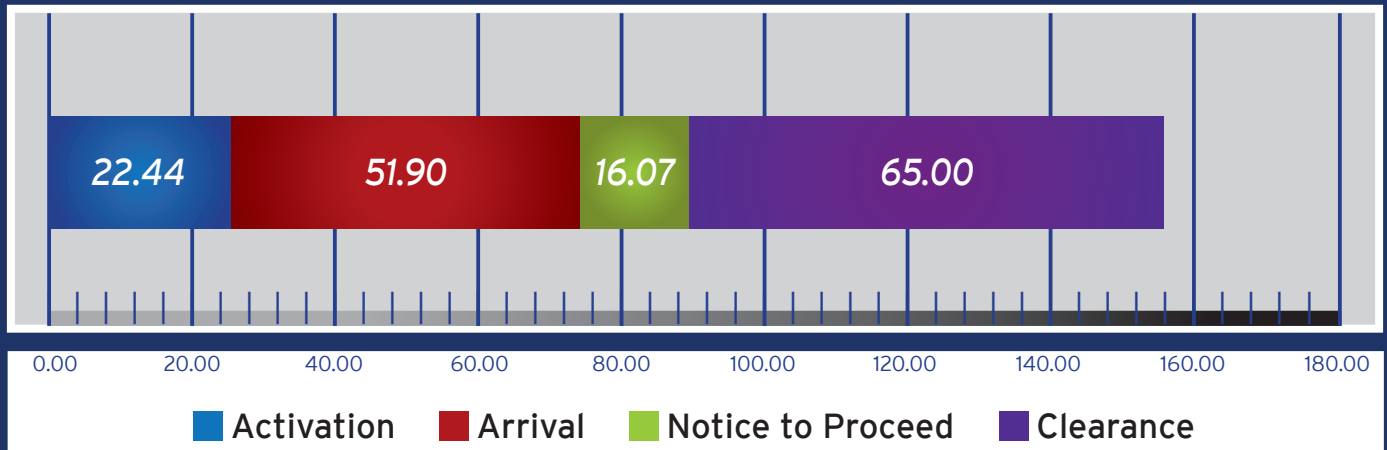
Road Ranger Assist Data

	HIGHEST ACTIVITY TOTALS		LOWEST ACTIVITY TOTALS	
	SOURCE	TOTAL	SOURCE	TOTAL
ASSISTS BY NOTIFIER	ROAD RANGER	73,167	MOTORIST	1,159
ASSISTS BY EVENT TYPE	DISABLED VEHICLE	72,797	OTHER/MISC.	6,483
ASSISTS BY DAY OF WEEK	FRIDAY	20,277	SUNDAY	14,203
ASSISTS BY TIMEFRAME	3:00 pm - 6:00 pm	26,220	3:00 pm - 6:00 pm	3,915

Rapid Incident Scene Clearance

During the second quarter of fiscal year 2019/2020 (October 2019 to December 2019), seven Districts and FTE activated the RISC Program 82 times with approximately \$201,600 in bonus-incentive payments made to vendors.








Second Quarter Statewide Average RISC Incident Duration



Training

Since the implementation of the program, 10,183 incident responders have received the training in the state of Florida as of February 10, 2020. That number represents roughly 26% of the responders in operational roles that are supporting traffic incident response operations. During the first and second quarters of FY 19-20, 343 and 407 responders, respectively, 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	-	-	-	-	-	-	-
4TH QUARTER	-	-	-	-	-	-	-
FYTD	49	383	41	13	183	81	750



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