Traffic Incident Management

RESPONDER

Volume 2, Issue 1 March 2021

Road Ranger Safety Patrol Comes to the Polk Parkway

District Six TIM Team Hosts Virtual Training for Responders

TIM Team & Working Group

MEETINGS & WEBINARS

DATE	DISTRICT/COUNTY	TIME
March 4, 2021	**Turnpike TIM Team Meeting** Virtual Meeting	10 am - 12 pm
March 16, 2021	**First Coast TIM Team Meeting** FDOT D2 Regional Transportation Management Center (RTMC) 980 N. Jefferson St, Jacksonville, FL 32209	10 am - 12 pm
March 24, 2021	**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
April 7, 2021	**Semi-Annual Miami-Dade/Broward TIM Team Meeting** Microsoft Teams Meeting	1:30 pm - 3:30 pm
April 8, 2021	**Polk TIM Team Meeting** GoTo Meeting	10 am - 12 pm
April 13, 2021	**Sarasota-Manatee TIM Team Meeting** GoTo Meeting	1:30 pm - 3:30 pm
April 14, 2021	**Collier, Lee, Charlotte Counties TIM Team Meeting** GoTo meeting	9:30 am - 12 pm
April 14, 2021	**Alachua-Bradford TIM Team Meeting** FDOT Gainesville Operations Office, 5301 N.E. 39th Avenue, Gainesville, FL 32609	10 am - 12 pm
May 4, 2021	**Pinellas County TIM Team Meeting** FDOT District 7 Pinellas Maintenance Office, 5211 Ulmerton Road, Clearwater, FL 33670	10 am - 12 pm
May 5, 2021	**I-4/Metro Orlando Area TIM Team Meeting** FDOT RTMC, 4975 Wilson Rd, Sanford FL 32771	9:30 am - 11:30 am
May 13, 2021	**I-95 South TIM Team Meeting** FHP Brevard Headquarters, 3775 W. King St, Cocoa, FL 32926	9:30 am - 11 am
May 18, 2021	**First Coast TIM Team Meeting** FDOT D2 Regional Transportation Management Center (RTMC) 980 N. Jefferson St, Jacksonville, FL 32209	10 am - 12 pm
May 18, 2021	**Hillsborough County TIM Team Meeting** FDOT District 7 Tampa Bay SunGuide Center, 11201 N. McKinley Drive, Tampa, FL 33612	10 am - 12 pm
May 20, 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
May 20, 2021	**Turnpike TIM Team Meeting** Virtual Meeting	10 am - 12 pm
May 27, 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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Greetings Traffic Incident Management (TIM) professionals. Welcome to the first edition of the Florida TIM Responder, Florida's Statewide TIM Program newsletter, for the 2021 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 toward 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. These and several other initiatives continue to move forward.

The following issue of the TIM Responder focuses on some wonderful articles received from the Districts. One highlights the inception of the Road Ranger Service Patrol on Polk Parkway while another mentions the hosting of virtual TIM training in their district. Some of the other articles in this issue focus on: Florida's Turnpike RISC pilot program showing improved clearance, year of the COVID, District Four Road Ranger assist with a presidential trip, and an incident management bulletin from November 2020. The bulletin calls attention to National Traffic Incident Response Awareness Week (Nov. 9-15, 2020) and the follow-up public service announcement efforts by the FDOT and all those involved in responding to traffic incidents and in helping make Florida's highways safer.

This edition also highlights the performance measures for the second quarter of FY 2020/21 based on TIM training, Road Ranger assists, RISC, and recognizes a few Road Rangers for their continued efforts in keeping Florida's highways safe.

In closing, it warrants emphasizing that a multiagency, multidisciplined 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.

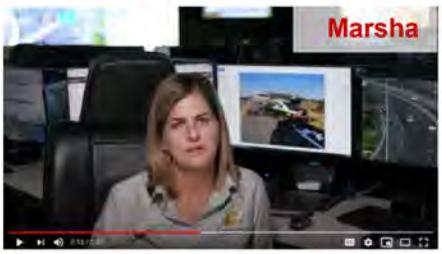
Incident Management Bulletin
November 2020

Responder "Line of Duty Deaths" Nationwide To Date: 44*

* At time of Bulletin distribution, as reported by ResponderSafety.com

NATIONAL TRAFFIC INCIDENT RESPONSE AWARENESS WEEK
Special Edition, Volume 2

In follow-up to our initial Incident Management Bulletin for NTIRAW, below are the links to all of the PSA videos produced by FTE, safety messages posted on Turnpike dynamic message signs and some additional links to social media content from sister Districts and Central Office. Feel free to use or share as you wish. Thank you for your continued support of this very important initiative!



Additional Twitter Posts from FDOT (click each thumbnail to view content)

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

Road Ranger Safety Patrol Comes to the Polk Parkway

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

Drivers on the Polk Parkway (SR 570) in west-central Florida received great news toward the end of 2020 when they learned that Road Ranger Safety Patrol service would be coming to their roadway. The Polk Parkway was the last remaining part of the Turnpike system that did not have Road Ranger motorist assistance, but that all changed at 6:00 a.m. on November 1, 2020, when a new Incident Response Truck (IRT) began its first patrol.

The new Incident Response Truck (IRT) is seen here under the DMS sign announcing Road Ranger service on the Polk Parkway that began on November 1st.

The truck now provides aid on the 24-mile stretch each Monday through Friday from 6:00 a.m. to 10:00 p.m. with enhanced safety equipment and messaging capabilities. While offering the same assistance services as a standard Road Ranger unit, the IRT is stocked with double the number of cones (32), a trailer hitch for towing, three different types of fire extinguishers (CO_2, pressurized water, and ABC), a portable battery jump pack, a 150-mph debris blower, four advance warning signs and triple the amount of oil absorbent (six bags), in addition to a programmable message board to provide queue warnings and other safety information to drivers.

In support of the program rollout, FTE Incident Response Manager Larry Saxon and Road Ranger Raphael Rivera visited three Lakeland fire stations on November 20 to educate responders on the specialties of an IRT unit. The duo demonstrated the equipment carried on the truck, discussed coverage hours and talked about the specialized training these Road Rangers receive. Interest by station personnel was high and all expressed an appreciation for having the truck available to assist at incident scenes.

While FTE insiders knew the program would ultimately be a success, no one could have anticipated the numbers logged right out of the gate. **In November, the IRT unit responded to 463 calls, and December saw another 480 assists.**

When asked for his feedback about the program, Florida Highway Patrol Master Sergeant Robert Knight was emphatic, *"On behalf of the guys on the Polk Parkway, we can't say THANK YOU enough for supplying us with Road Rangers. We are sincerely appreciative of their presence!!"*

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

District Six TIM Team Hosts Virtual Training for Responders

By Carlos Dardes, FMS/AMS Specialist IV, FDOT

The District Six Traffic Incident Management (TIM) Team hosted their National TIM Responder Training Course last December. The course was hosted virtually to ensure the safety and social distancing guidelines of all attendees. The meeting was attended by over 45 regional partners from various agencies, including Florida's Turnpike, Port Miami, Miami-Dade Transit (MDT), and the Miami-Dade Department of Environmental Resource Management (DERM).

The course reviewed the National TIM responder training program that was created to promote consistent training of the three objectives outlined in the TIM National Unified Goal (NUG). The three objectives are responder safety; safe and quick clearance; and prompt, interoperable, and reliable communications. The course is effective because it was developed by responders who have first-hand knowledge of the issues and scenarios newer responders will encounter in the field. It is a comprehensive four-hour training designed to educate newer members about TIM goals and response procedures. The content ranges from an introduction of basic TIM fundamentals and terminology to notification and scene size-up, safe vehicle positioning, scene safety, command responsibilities, traffic management, special circumstances, and clearance and termination.

Attendees receive a document of completion that certifies their knowledge and training of the program as well as four professional development hours (PDH). The course is mandatory for all District Six responders such as Road Rangers Service Patrols, Incident Response Vehicle drivers and Rapid Incident Scene Clearance vendors. However, it is offered to all partners to promote a unified response approach in the field.

Despite the challenges imposed by the COVID-19 pandemic in 2020, the virtual meeting received one of the highest attendee ratings compared to previous courses. This is a testament to the strong culture the District and its partners have created in the past few years. It shows the TIM Team understands the value of continued education and is why it remained committed to keeping its schedule of meetings and trainings during 2020 and will continue to do so as it looks ahead to 2021.

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

District Four Road Rangers Assist With Presidential Trip

By Vincent Santiesteban, Superintendent Broward Road Ranger

On July 10, 2020, President Donald J. Trump visited the state of Florida. The Florida Highway Patrol (FHP) requested Road Ranger assistance in closing all ramps on Interstate 595 (I-595). This was to ensure other motorists would not be on the Interstate at the same time as the president's motorcade. Road Ranger vehicles in the Broward County area established proper maintenance of traffic positions using arrow boards, strobe lights, and reflective cones blocking all access ramps.

Early that evening, Road Rangers assisted the FHP by closing all the ramps to I-595 necessary for the presidential motorcade to pass through Broward County unhindered. Road Ranger Supervisor Miguel Derizanz assisted on the I-595 eastbound ramp to Interstate 95 north (I-95), making sure the route was all clear for the President. Once the President and the Secret Service entourage passed, all of Interstate 595 was opened back up to normal operations.

In conclusion, it was an honor working alongside the Florida Highway Patrol in assisting with President Donald J. Trump's visit to Broward County, Florida.

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

PERFORMANCE MEASURES

*Since the implementation of the program, **11,708** incident responders have received the training in the state of Florida (as of February 1, 2021). That number represents roughly 30% of the responders in operational roles that are supporting traffic incident response operations. During the second quarter of FY 2020/2021, about **545** responders received the training.*

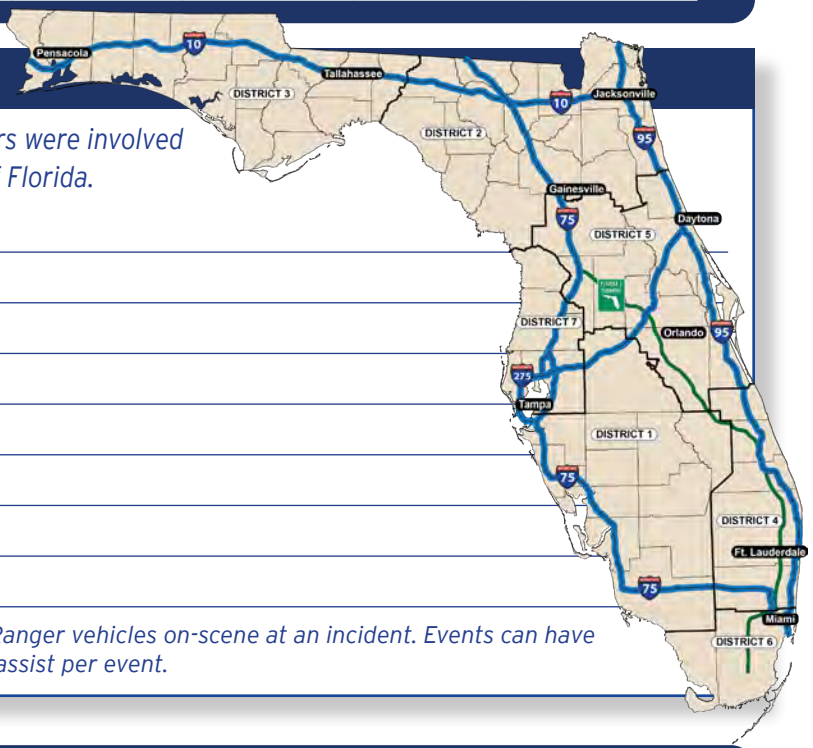
Responders Trained

TIM TRAINING RECEIVED BY:	LEO	FIRE	EMS	TOW	FDOT	OTHER	QTR TOTAL
1ST QUARTER	34	63	28	22	10	15	172
2ND QUARTER	385	82	8	21	91	21	608
3RD QUARTER	-	-	-	-	-	-	-
4TH QUARTER	-	-	-	-	-	-	-
FYTD	419	145	36	43	101	36	780

Road Ranger Assists by District

During the second quarter of FY 2020/2021, Road Rangers were involved in 112,685 events providing assistance to the motorists of Florida.

District One	*11,452*
District Two	*11,225*
District Three	*4,647*
District Four	*19,067*
District Five	*16,757*
District Six	*9,888*
District Seven	*12,302*
Florida's Turnpike	*27,347*



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.

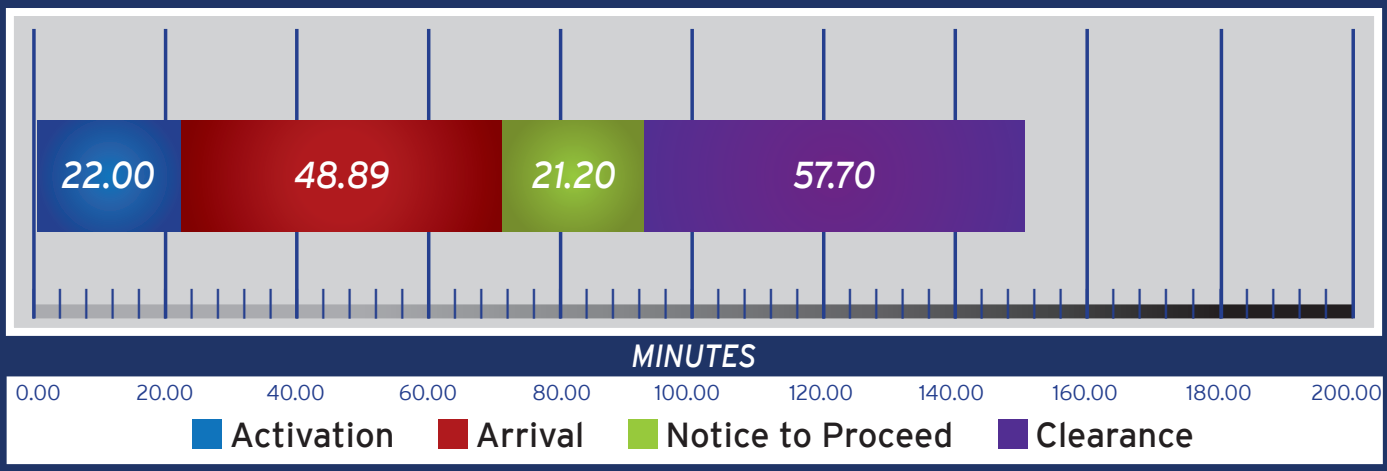
Road Ranger Assist Data

	HIGHEST ACTIVITY TOTALS		LOWEST ACTIVITY TOTALS	
	SOURCE	TOTAL	SOURCE	TOTAL
ASSISTS BY NOTIFIER	ROAD RANGER	70,459	MOTORIST	27
ASSISTS BY EVENT TYPE	DISABLED VEHICLE	71,715	PEDESTRIAN	234
ARRIVALS BY DAY OF WEEK	THURSDAY	19,858	SUNDAY	14,498
ARRIVALS BY TIMEFRAME	3:00 pm - 6:00 pm	25,920	3:00 am - 6:00 am	3,822

Rapid Incident Scene Clearance

*During the second quarter of FY 2020/2021 (October 2020 to December 2020), seven Districts and FTE activated the RISC Program **97** times with approximately **$325,600** in bonus-incentive payments made to vendors.*

Second Quarter Statewide Average RISC Incident Duration



2020 National Responder Safety Update

46 Responders Killed in Struck-By Incidents

Law Enforcement (17)

14 **Traffic stops/LE activity**

3 **Working crashes**

Towing (22)

19 **Assisting disabled vehicles**

3 **Assisting LE and crash scenes**

Fire and EMS (4)

Assisting crash scenes

DOT/SSP (3)

2 **Assisting debris removal**

1 **Assisting disabled vehicle**

Road HEROES

District 7 – Gary Roman

It started as a regular shift for District Seven Road Ranger Gary Roman, who has been on contract with the Department a little over a year. He was working on I-4 near Alexander Street in Hillsborough County, assisting a motorist with a disabled vehicle when a vehicle from the eastbound side crashed into the median, causing the vehicle to catch fire.

Reacting on instinct, Roman quickly checked the traffic and immediately ran across the highway to offer assistance. The cab of the pickup truck was full of smoke and the driver was not attempting to get out of the vehicle. Gary and three unidentified civilians grabbed the driver and carried him out of harm's way. When the driver was in a safe location, Roman went back to his service patrol vehicle to grab his fire extinguisher and proceeded to put out the fire. Captain Thad Diaz of Hillsborough County Fire Rescue stated that "Road Ranger Roman likely made a tremendous impact on the life of this citizen at real risk to his person".

Roman modestly stated that it was a matter of being in the right place at the right time. He said common sense just kicked in and he did what needed to be done.

Whether it was instinct, common sense, or both, it still takes bravery and heroic actions to intentionally head towards a burning vehicle - putting yourself at risk to save a stranger.

District 1 – Dan Rice

On December 14, 2020, at about 5:30 p.m., Road Ranger Dan Rice did a great job getting a potentially dangerous driver off the road.

Dan stopped to check out a disabled vehicle on southbound I-75 near mile marker 51 that was apparently out of gas (event 913265). Dan noticed the motorist was incoherent and smelled strongly of alcohol. Dan called in to the TMC and voiced his concerns. The Florida Highway Patrol (FHP) was notified and a trooper was dispatched to investigate.

Emergency Medical Services was eventually called by the FHP trooper and the motorist was transported to a nearby hospital for testing.

The driver was charged with Driving Under the Influence by the FHP.

Great job by Dan helping keep our roadways safe – in more ways than one!

District 5 – Carlos Norfleet

On a mid-July morning in 2020, Road Ranger Carlos Norfleet was patrolling the Flagler County area of I-95 when he rolled up on a vehicle parked alongside on the right shoulder. Thinking the vehicle was disabled, Carlos approached, expecting to offer roadside assistance. Instead, the driver advised he was "experiencing chills" and needed Fire/Rescue assistance.

Carlos tended to the individual while relaying the need to the RTMC. A TIM Specialist quickly reached out to Fire/Rescue to request assistance. The driver then lost consciousness and the Road Ranger was observed, on camera, pulling the individual out of the vehicle and dragging him to the shoulder. After getting the individual to an area of safety, Carlos checked for a pulse. Finding none, he initiated CPR. Fire/Rescue arrived on scene within a few minutes and continued CPR efforts while loading the patient into an ambulance and quickly departing for the hospital.

About an hour later, Fire/Rescue notified District Five that the patient was expected to live. Fire/Rescue noted the strong likelihood of a different result had the Road Ranger not rolled up on the vehicle and rendered quick aid when the individual lost consciousness. District Five Road Ranger Carlos Norfleet was recently presented with a Lifesaving Award from the American Red Cross for his quick actions and safe performance of CPR that proved critical in saving the life of the motorist.

District Five and all of Florida TIM are very proud of the professional initiative and life-saving efforts of Road Ranger Carlos Norfleet.

Year of the COVID

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

This past year, the Severe Incident Response Vehicle (SIRV) Team, like everyone else, has been faced with adapting to the way we handle our daily responsibilities due to the outbreak of COVID-19 and the government's response to the virus. Many people were able to work from home, but that was not an option for SIRV.

While social distancing became the new normal, the nature of SIRV's duties require constant, often close, interaction with the public and other responders. All SIRV Trucks and Operators were equipped with face masks, rubber gloves, and sanitizers for the trucks, equipment, and for personal use.

Still, the SIRV Team continued to improve in performance and productivity. In 2019, SIRV responded to and assisted on 1,869 events. In 2020, that number was 2,736 events, which is an increase of over 46 percent. Of the events SIRV responded to in 2020, 35 were RISC events. That's 59 percent more than the 22 RISC events responded to in 2019. Despite the dramatic increase in activities, SIRV was still able to maintain and average response time of just over 10 minutes.

SIRV also reported time savings at 1,272 events in 2020, or 21 percent more than in 2019.

In addition to the normal duties, SIRV also assisted by providing traffic control and logistical support at many of the food pantries and COVID-19 test sites throughout Broward county.

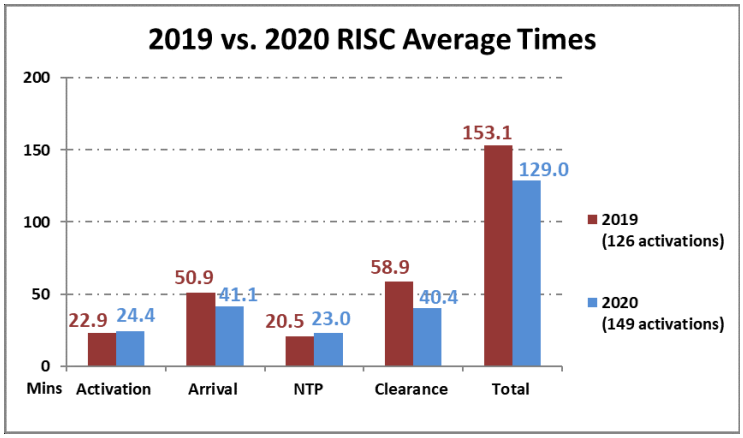
The takeaway from all this is that even during the unprecedented crisis and widespread health threat posed by a global pandemic, SIRV remains dedicated to providing the best service possible to protect motorists in south Florida. The District Four SIRV Team truly cares about and is responsive to the community we serve.

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

Florida's Turnpike RISC Pilot Program Showing Improved Clearance

By Michael Washburn, Florida's Turnpike Enterprise Traffic Incident Program Manager

The Florida's Turnpike System experienced its highest number of Rapid Incident Scene Clearance (RISC) activations in 2020 since its 2004 program inception, with 149 large vehicle crashes. This occurred despite the fact that traffic volumes and the overall total number of crashes were down during the pandemic year. This record number of activations also coincided with the 2020 pilot implementation of enhanced Turnpike RISC contracts.



For the first time in more than 15 years, the RISC contracts were significantly modified with the goal of decreasing incident arrivals, clearance, and duration times. Through an RFP contract mechanism, single high-performing tow contractors were selected to provide sole RISC services in ten Turnpike-defined segments. Also, incentive payments were increased for the first time since the program's 2004 inception, as well as towers being required to bring a skid steer to the scene as required equipment.

As seen in the adjacent chart and table, the 2020 average times for all three major time components of a RISC event, Arrival, Clearance and Total Duration improved significantly over 2019. The 24-minute overall average clearance reduction for each activation translates to more than $19 million in customer and freight delay savings. The Turnpike pilot program will continue operations in 2021 with the Turnpike planning stakeholder meetings throughout the year for continued performance monitoring.

For more information, please contact Michael Washburn at (954) 934-1621 or by email at Michael.Washburn@dot.state.fl.us.

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