



TSM  
Traffic Incident  
Management

# RESPONDER

Volume 3, Issue 3

September 2022



Broward County Road Ranger  
Service Patrol Contract  
Navigating in TSM&O  
Motorcycle Trauma Training  
Brings Responders Together



# TIM Team & Working Group

## MEETINGS & WEBINARS

DATE	DISTRICT/COUNTY	LOCATION	EST TIME
September 27, 2022	First Coast TIM Team Meeting	980 N. Jefferson Street Jacksonville, FL 32209	10 AM - 12 PM
October 04, 2022	Miami-Dade/Broward TIM Team	FDOT District 6 Auditorium	1:30 PM - 3:30 PM
October 04, 2022	Heartland TIM Team Meeting	GoTo Meeting	1 PM - 2:30 PM
October 04, 2022	Palm Beach TIM Team Meeting	GoTo Meeting	1 PM - 2:30 PM
October 11, 2022	Sarasota-Manatee TIM Team Meeting	Manatee County Public Safety Center 2101 47th Terrace East 2101 Bradenton, Florida 34203	1:30 PM - 3:00 PM
October 12, 2022	Alachua-Bradford TIM Team Meeting	5301 NE 39th Avenue Gainesville, FL 32609	10 AM - 11:30 AM
October 13, 2022	Polk TIM Team Meeting	GoTo Meeting	10 AM - 12 PM
October 19, 2022	Monroe TIM Meeting	Monroe County Sheriff Office Aviation Hanger	10 AM - 12 PM
November 08, 2022	Pinellas County TIM Team Meeting	FDOT District 7 Pinellas Maintenance Office 5211 Ulmerton Road Clearwater, FL 33670	10 AM - 12 PM
November 15, 2022	First Coast TIM Team Meeting	980 N. Jefferson Street Jacksonville, FL 32209	10 AM - 12 PM
November 15, 2022	Traffic Incident Management Meeting - Turnpike	Pompano, MP 65 Auditorium A & B	10 AM - 12 PM
November 17, 2022	Traffic Incident Management Meeting - Turnpike	Turkey Lake, MP 263 Auditorium A & B	10:30 AM - 12 PM
November 22, 2022	Hillsborough County TIM Team Meeting	FDOT District 7 Tampa Bay SunGuide Center 11201 N. McKinley Drive Tampa, FL 33612	10 AM - 12 PM
December 14, 2022	Alachua-Bradford TIM Team Meeting	5301 NE 39th Avenue Gainesville, FL 32609	10 AM - 11:30 AM



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<https://www.fdot.gov/traffic/default.shtm>

# TIM Program Manager Update

Greetings Traffic Incident Management (TIM) professionals. Welcome to the third edition of the Florida TIM Responder, Florida's Statewide TIM Program newsletter, for the 2022 calendar year. The newsletter aims 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 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 supporting Florida's Open Roads Policy. The FDOT Central Office has been working on developing recommendations to improve the safety of responders while assisting and avoiding future struck-by incidents. Districts have also started deploying several safety strategies to improve responder safety.

The following issue of the TIM Responder focuses on some great articles received from our District teams. One highlights the Road Ranger Service in Broward County, District 4, while another talks about the Road Ranger alerts in District 5. Some of the other articles in this issue focus on the Road Ranger camera program in District 1. This edition also highlights the performance measures for the fourth quarter of FY 2021/22 based on TIM training, Road Ranger assists, Rapid Incident Scene Clearance (RISC), and recognizes selected Road Rangers for their continued efforts in keeping Florida's highways safe.

In closing, it warrants emphasizing that a multiagency, multi-disciplined 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. Together, we have responded to the needs of motorists while making every effort to create a safer working environment for our responder community. The team has risen to the challenge and continues to provide excellent service. Thank you for all that you do and please continue to be safe.

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.*

# Broward County Road Ranger Service Patrol Contract

By Alexandra Lopez, PE, PTOE, TSM&O Program Engineer,  
Florida Department of Transportation, District Four



To enhance incident management services, the District Four TSM&O Office has awarded the Broward County Road Ranger Service Patrol under a new best-value performance contract.

The new contract went into effect on July 1, 2022, at 12:00 AM, with the goal of reducing traffic congestion caused by incidents blocking lanes. Under the contract, a new fleet of 46 Road Ranger Service Patrol (RRSP) vehicles will be provided which include the following enhanced resources:

**6** Flatbeds with wheel-lift tow trucks to speed up and improve clearance times. Each of these trucks can move two vehicles simultaneously.

**10** RRSP pick-up trucks equipped with the DebrisClear System to remove debris quickly without compromising operator or responder safety.

**2** RRSP Ford F450s tow trucks with Vulcan 810 wrecker bodies.

**28** RRSP Ford F250 pickup trucks.

## Broward County Road Ranger Service Patrol Contract, continued from page 4

Innovative software with automatic vehicle locator (AVL) and global positioning system (GPS) that facilitates enhanced incident management reporting and integrates with FDOT. Everything from driver time clocks to on-beat productivity is integrated in real-time. This technology allows digital dispatching in areas with limited radio coverage. It uses data to improve vehicle placement and vehicle type positioning, resulting in faster response times. Additionally, the application is integrated with Waze CIFS (Closure and Incident Feed Specification) to provide data feed of active incidents, as well as provide motorists advance warning to "Slow, Down and Move Over" if a Road Ranger is on scene.

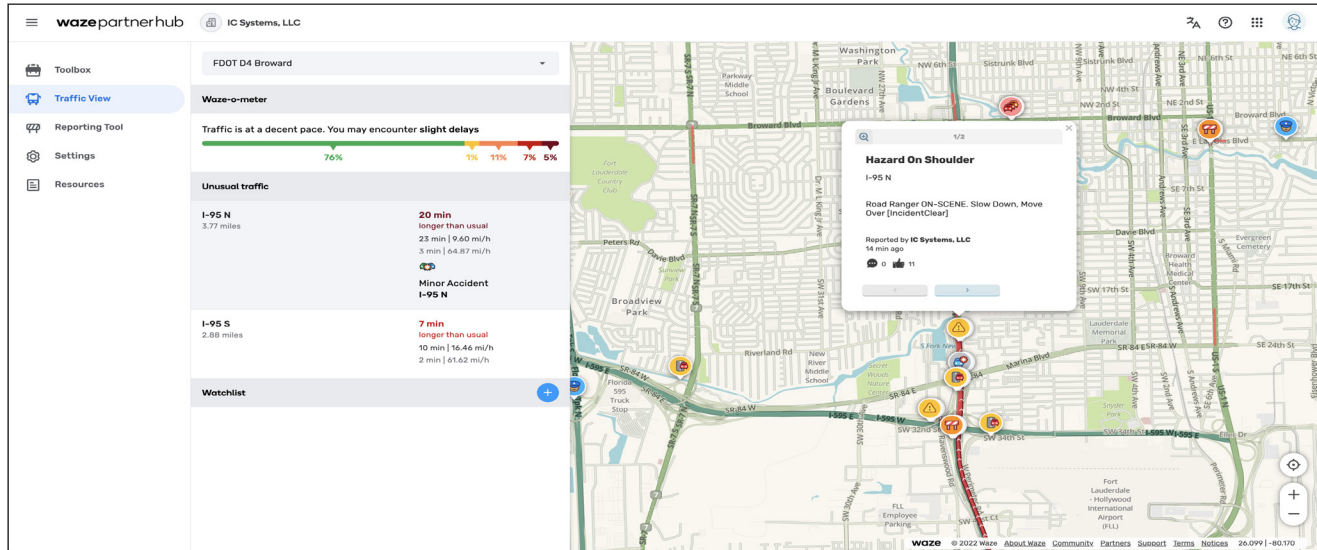


Figure 1: Waze Line Incident Feed

The selected vendor, IncidentClear, LLC., has over thirty years of experience providing operational services to state and local departments of transportation. Their team consists of highly qualified professionals with extensive knowledge and skills in the field. District Four has been working with IncidentClear, LLC. since April 2022 to procure all necessary equipment to start services. Transition went well even though we encountered supply chain issues. A total of 41 full-time employees and 20 part-time employees have been hired to service this contract.

This is a performance-based contract, in which the vendor will receive a lump sum payment each month based on the price proposal and their ability to meet the performance requirements. Metrics measured as part of this contract include response time, roadway clearance time for express lanes and general-purpose lanes, among other. For the month of July, IncidentClear has responded to 3,502 events with an average response time of 11.79 minutes, roadway clearance time of 34.5 minutes, and incident clearance time of 54.9 minutes. This contract is the first of its kind in the state of Florida and we are looking forward to seeing its success.








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3     "id": "84038b9ab46448c5af1b097f0f63a7fd",
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13  }
14 }
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Figure 2: Waze Closure and Incident Feed Specification (CIFS)

# PERFORMANCE MEASURES

Since the implementation of the program, 13,959 incident responders have received training in the state of Florida (as of July 18, 2022). That number represents roughly 35% of the responders in operational roles that are supporting traffic incident response operations. During the fourth quarter of FY 2021/2022, about 394 responders received the training.

## Responders Trained

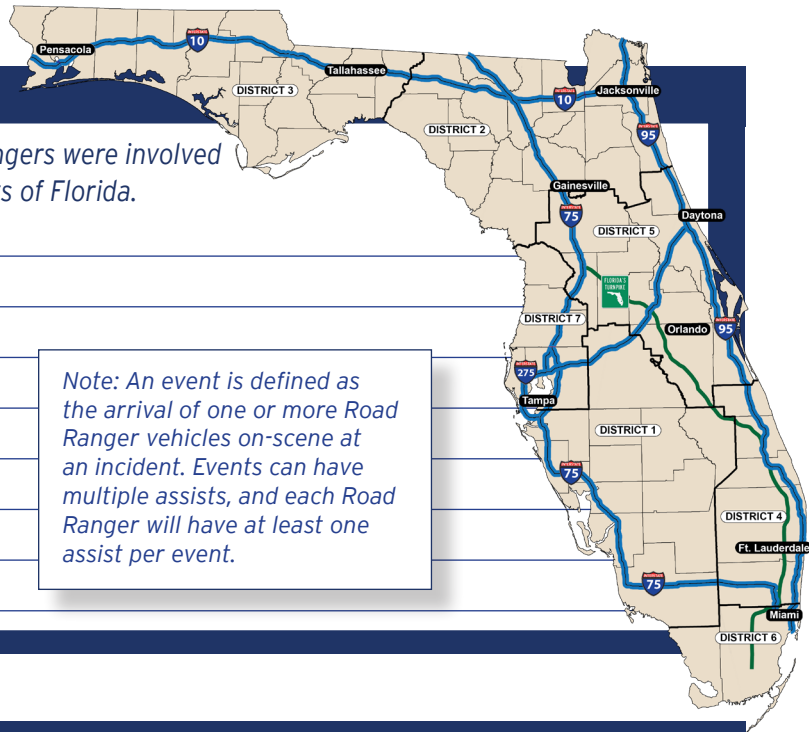
TIM TRAINING RECEIVED BY:	LEO	FIRE	EMS	TOW	FDOT	OTHER	QTR TOTAL
							
1ST QUARTER	19	105	29	46	12	17	228
2ND QUARTER	20	65	26	28	192	62	393
3RD QUARTER	17	36	39	17	46	36	191
4TH QUARTER	8	225	24	37	48	52	394
FYTD	64	431	118	128	298	167	1,206

## Road Ranger Assists by District

During the fourth quarter of FY 2021/2022, Road Rangers were involved in 113,978 events providing assistance to the motorists of Florida.

District One	11,340
District Two	11,559
District Three	4,226
District Four	17,520
District Five	21,299
District Six	9,588
District Seven	11,981
Florida's Turnpike	26,465

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.



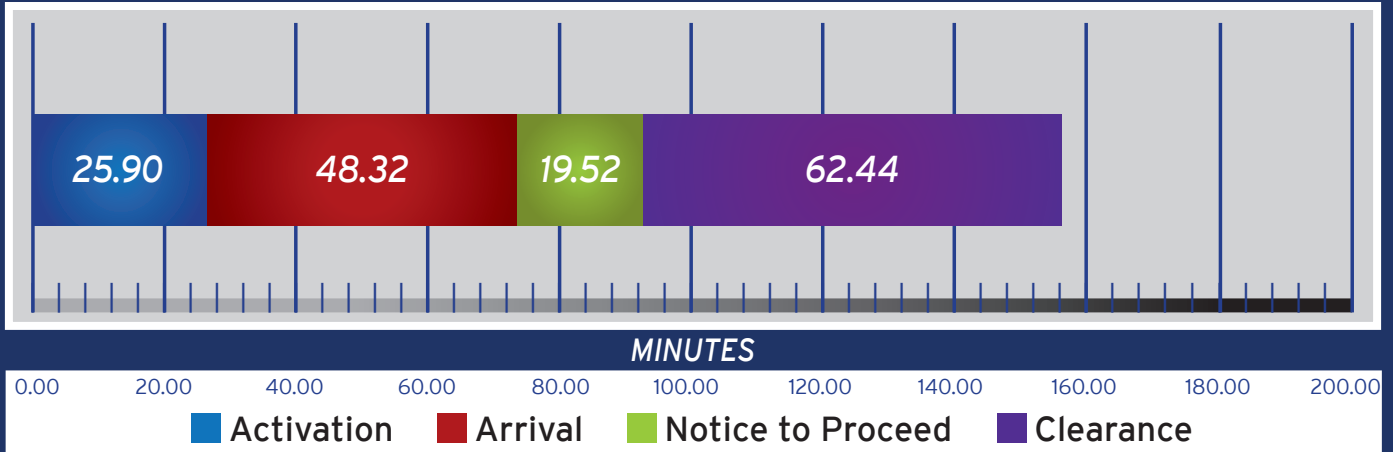
## Road Ranger Assist Data

	HIGHEST ACTIVITY TOTALS		LOWEST ACTIVITY TOTALS	
	SOURCE	TOTAL	SOURCE	TOTAL
ASSISTS BY NOTIFIER	ROAD RANGER	66,792	MOTORIST	52
ASSISTS BY EVENT TYPE	DISABLED VEHICLE	71,862	CONGESTION	4
ARRIVALS BY DAY OF WEEK	MONDAY	2,324	TUESDAY	2,142
ARRIVALS BY TIMEFRAME	3:00 pm - 6:00 pm	3,130	3:00 am - 6:00 am	653

## Rapid Incident Scene Clearance

During the fourth quarter of FY 2021/2022, seven Districts and FTE activated the RISC Program 98 times with approximately \$374,600 in bonus-incentive payments made to vendors.

### Fourth Quarter Statewide Average RISC Incident Duration



## 2022 National Responder Safety Update

Responder Safety Statistics

(<https://www.respondersafety.com/news/struck-by-incidents/yearly-fatality-reports/>)

**29 Responders Killed in Struck-By Incidents** (as of August 11, 2022)

### Law Enforcement (11)

- 4 Traffic Stops/LE Activity
- 1 Debris Removal
- 3 Directing Traffic
- 1 Disabled Vehicle
- 2 Stop-Sticks

### Towing (8)

- 6 Assisting Disabled Vehicles
- 2 Crash Scene

### Fire and EMS (7)

- 2 Crossover Entry
- 4 Assisting Crash Scenes
- 1 Directing Traffic

### Road Service Technician (3)

- 3 Assisting Disabled Vehicle

# Navigating in TSM&O

By Sheryl Bradley, ICM Project Manager

District 5's I-75 ICM team has recently launched a new initiative for mapping and navigation. The Mapping & Navigation Support Team will interface with FDOT, local stakeholders, and various mapping/navigation platforms to provide more timely base map layer updates, enhanced messaging to motorists, and special event coordination. The new team has well-established relationships with Waze, Google, Apple, TomTom, and OpenStreets, and is continually growing the number of other platforms with which, they are integrating services. The team works cooperatively with the partnering navigation platforms to enhance systems to the benefit of both FDOT and the motoring public.

As part of this effort, District 5's team recently established automated data sharing services with several of these platforms to provide real-time information about incidents and roadway conditions. With an elevated focus on Road Ranger safety, this data sharing now includes the provision of AVL data to alert motorists of Road Rangers' presence in or alongside the roadway. The AVL sharing is being done with data points that exist within the SunGuide database, eliminating the need for the ongoing expense of 3rd party alert services.

The benefit of this new mapping and navigation effort was realized a few months back with the opening of I-4 Ultimate. I-4 Express Lanes were added to baseline mapping across multiple navigational platforms via the in-house consultant team in advance of the opening of express lanes, as opposed to waiting on the 3rd party navigation applications to make the changes on our behalf. For the first time, District 5 was able to coordinate for real-time go-live coordination with the roadway opening, which included never-before-used messaging to alert motorists of the new traffic patterns.

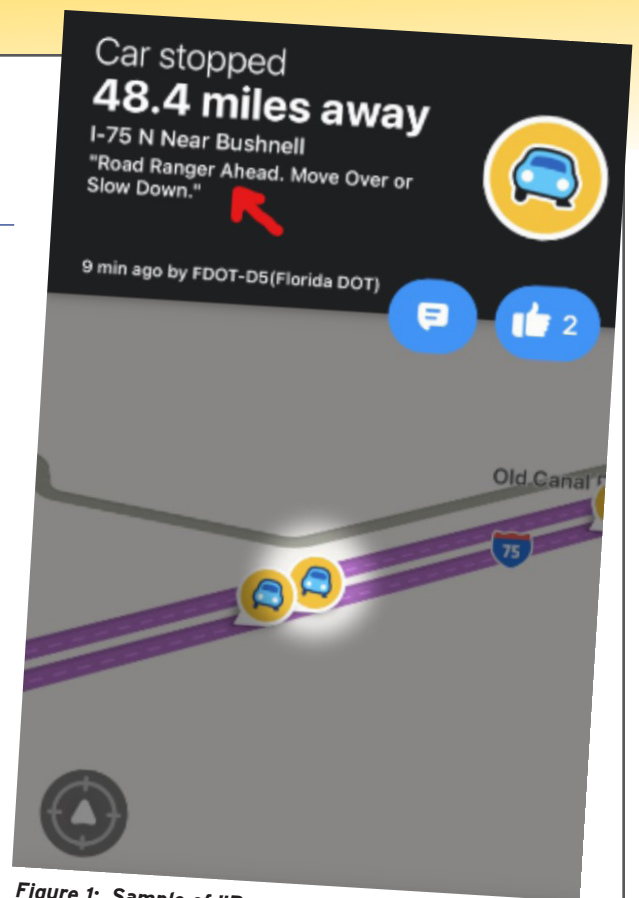


Figure 1: Sample of "Road Ranger Ahead" message being displayed in Waze

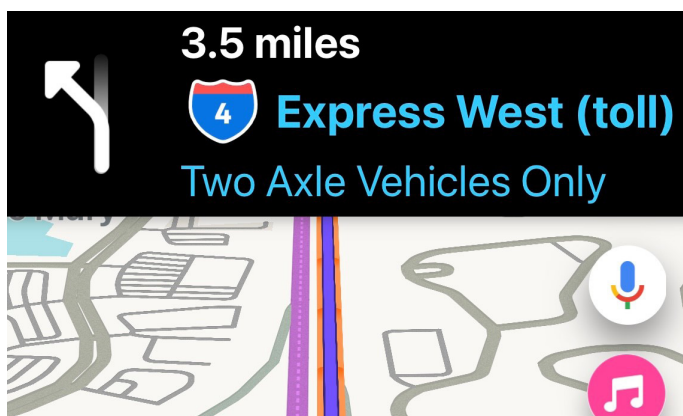
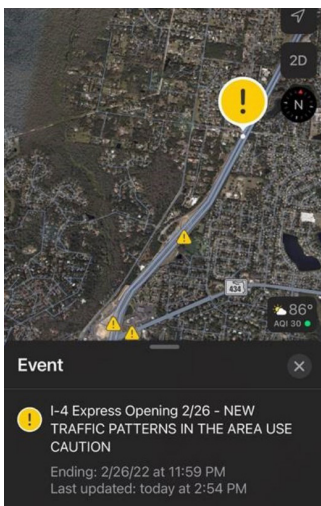
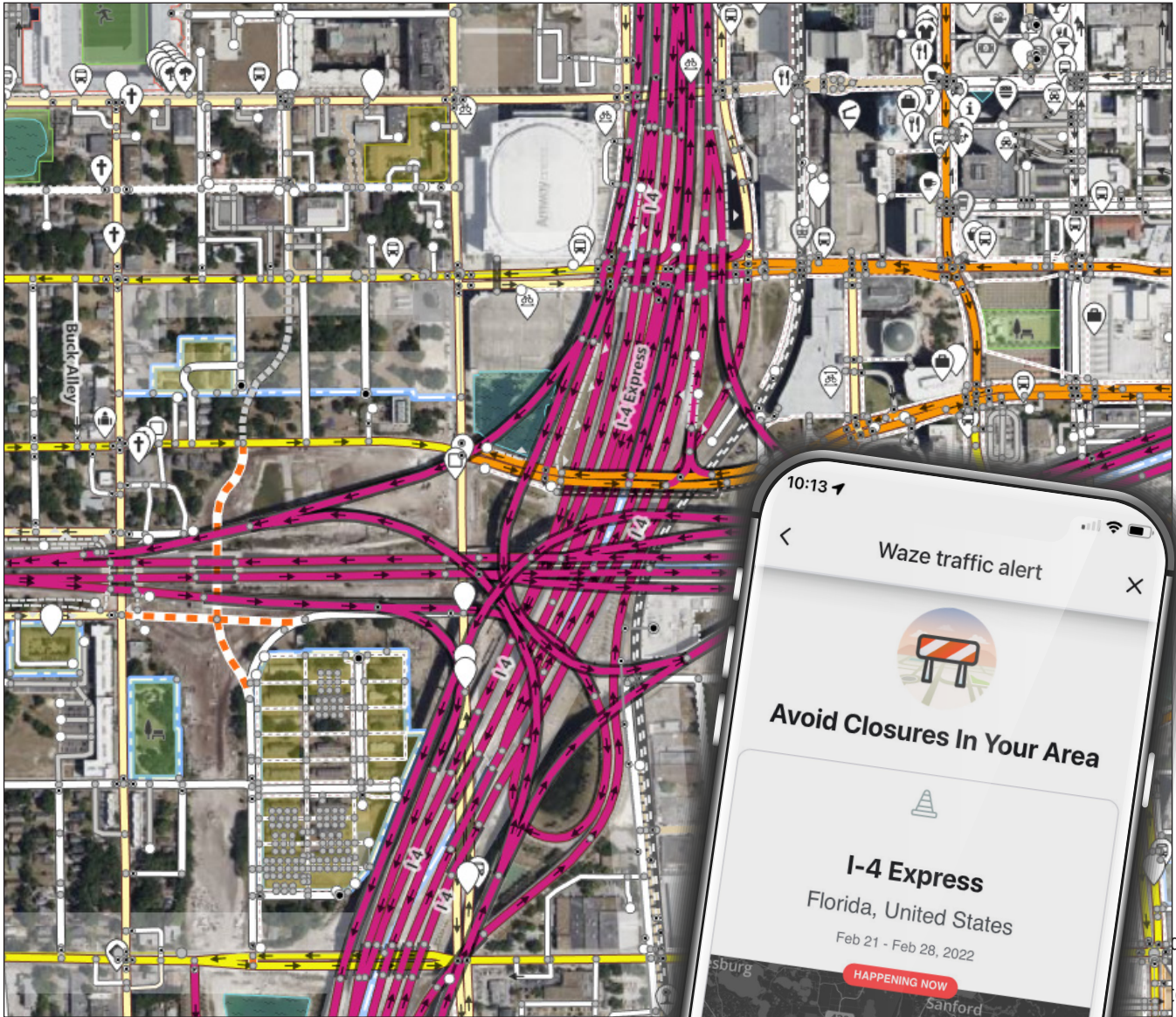


Figure 2: Display of custom notifications for special conditions/restrictions

Because the Mapping & Navigation Support Team works with the navigation companies on a routine basis, they are entrusted with editorial privileges that exceed that of the average map editors and provide expanded privileges in navigation applications that do not currently support crowd-sourced or end-user edits. The team has also been able to pilot new features, such as expanded messaging for an enhanced Road Ranger safety message, and real-time push notifications to motorists traveling in the project area.





**Figure 3:** Roadway configuration changes added to base map layers in advance of the project opening, accompanied by custom messaging and dates.

**Figure 4:** Pilot for custom event messaging for grand opening. Push notifications such as the one to the left were sent to motorists as they traveled in the project during the grand opening period.

For more information, please contact Sheryl Bradley by email at [Sheryl.Bradley@dot.state.fl.us](mailto:Sheryl.Bradley@dot.state.fl.us).

# ROAD RANGER SAFETY

## District 1 On Board Road Ranger Camera Program

By Tom Arsenault, TIM Manager

Earlier this year District One TSM&O staff had the vision to bring live High-Definition video streams to the RTMC Operations Center. Their goal was to deploy cameras mounted at the top of their Road Ranger Vehicles that could be accessed like any other roadside device in SunGuide. This team, led by FDOT ES-IV Justin Merritt, TransCore David Burnside, and Road Ranger Staff worked through all the trial and errors to bring a successful **Ranger Mobile Cam (RMC)** solution to the district and its staff. The camera was installed on RR Truck 111. The RMC uses a cell modem with FirstNet Cell service to communicate securely back to the RTMC. Dispatch can then view live stream video of all incidents as if they were on the scene themselves. The camera can be turned 360 degrees to go up and down. It is activated when the RR raises the Arrow Board on the RR Truck. Those with access to SunGuide then can click on the camera in this case called RMC111 and view the action live.



This effort should help properly alert en-route responders as well as assist them to dispatch proper equipment without delay. Hopes are to shorten response times of responders including any required extra recovery equipment.

- » The new model comes in a rugged aluminum IP66 +40° to +65°C enclosure that is low profile and weighs under 2kg.
- » An order has been placed to add Rugged PTZ Cameras mounted on the top of all the RR Trucks.

The program has been very successful and well received:

**D1 ITS Operations Manager Robbie Brown said, "TMC Operators and FHP dispatch 360 degrees on-scene coverage of an event enabling them to provide accurate support to assist the Road Rangers and traveling public."**

**FDOT ES-IV Justin Merritt said, "We couldn't have brought this idea to fruition without the help of our Road Ranger Program Manager Tom Arsenault and support from our District Management. Thank you to all that played a part in this project's success. We truly have a great team here in District 1."**

FDOT RTMC Assistant Manager said, "This additional CCTV mounted on Safety Service Patrol ( Road Rangers) vehicles has proven invaluable as an incident management tool for areas where our traditional camera coverage is not ideal. The CCTV will also provide an additional method of ensuring that all responders on scene of an incident are safe".

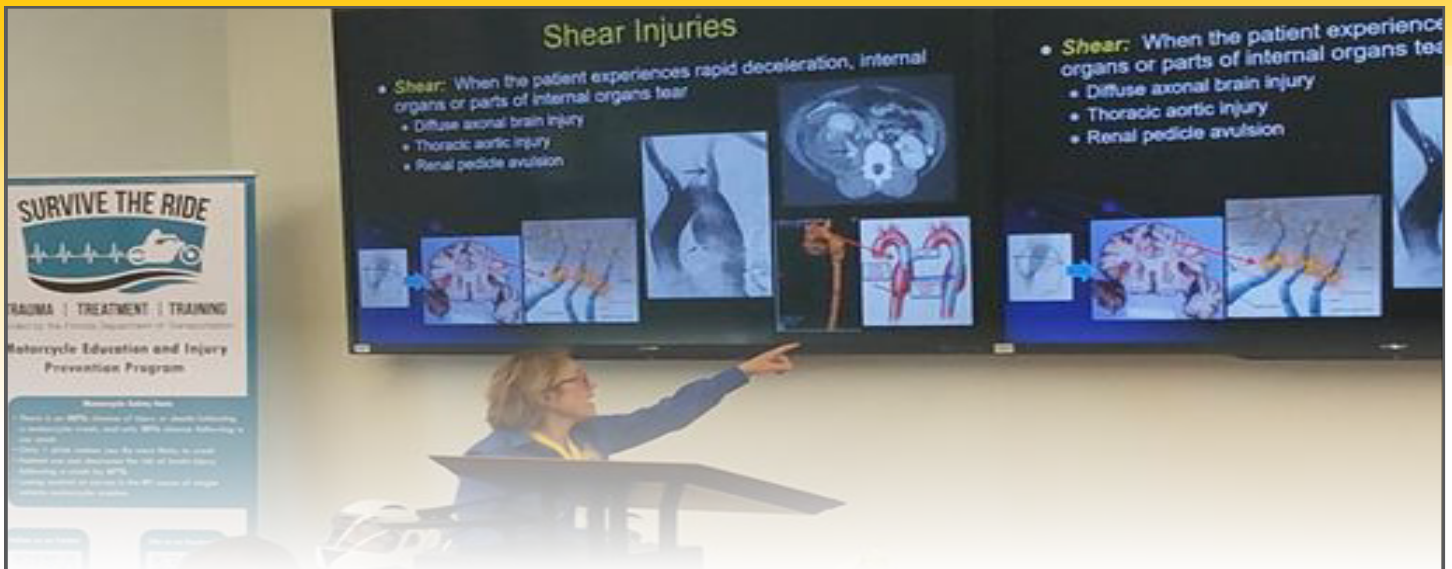
Elise D Hodges, State Law Enforcement Dispatch Supervisor for Florida Highway Patrol said, "The Road Ranger mounted cameras allow for a more in-depth on-scene view of closures and scene safety."

## Road Ranger Truck Mounted Camera – Pilot Program-RMC111

*This was a collaborated effort with Justin Merritt, TranCore, I.T.S. Staff and the Road Rangers. We have one active unit now that we are testing on truck 111 in Manatee County. The images have been very well received by the Operators and FHP Staff.*



For more information, please contact Tom Arsenault by email at [Tom.arsenault@dot.state.fl.us](mailto:Tom.arsenault@dot.state.fl.us)



# Motorcycle Trauma Training Brings Responders Together

By Larry Saxon, Florida's Turnpike Incident Management Specialist



A joint effort between the FDOT Traffic Safety Office, University of Miami Ryder Trauma Center, and the Florida's Turnpike culminated in a motorcycle trauma training course for paramedics on July 8, 2022. The Ryder Trauma Center provided the trauma training thanks to grant funding from the FDOT Traffic Safety Office. Florida's Turnpike Incident Management team coordinated and hosted the Central Florida event at Turnpike Headquarters where 21 paramedics or trainees from 16 regional departments attended, earning 2 CEUs for license re-certification. Two separate classes were held.



Dr. Patricia Byers, a certified trauma doctor at the Ryder Trauma Center in Miami, conducted the two-hour courses explaining the types of injuries paramedics should be looking for at a motorcycle crash scene. Dr. Byers instructed on the type of injuries and new ideas on treatment at the scene. She also had a hands-on segment on how to safely remove a motorcycle helmet using a two-man team.

Due to motorcycle use and expected increase of ridership due to the cost of fuel, this was a win-win-win for riders traveling in Central Florida; A win for Florida's Turnpike in assuring their traveling motorcycle public will receive the best treatment possible in a time of need; A win for local fire-rescue departments knowing they have received updated training they can use within their own municipalities; and a win for any motorcycle rider involved in a traffic incident in Central Florida who will receive the best care at the scene when minutes not hours count the most.

For more information, please contact Larry Saxon at [Lawrence.Saxon@dot.state.fl.us](mailto:Lawrence.Saxon@dot.state.fl.us).

# Road HEROES

## District One - Jon Adams

Jon Adams, RR 108 in District 1, spotted a small wisp of smoke in the trees just south of Tucker's Grade Exit 158 while he was patrolling in Charlotte County on July 21 at 3:09 PM. He called it into the TMC. The TMC Operators found the smoke on CCTV and notified FHP. FHP notified Charlotte County Fire Department (FD). By the time FD arrived on the scene, the fire was considerably larger and light smoke was drifting across the roadway.

Charlotte County FD fought the fire for over 1 1/2 hour before getting it contained. There was never more than one lane of three blocked, and not more than 1/4 mile of minor congestion. Without Jon's keen eye and quick notification, this could have easily become a major event with a full closure of the interstate. Great job, Jon!



*Smoke captured on  
RTMC camera*



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