



2017 INCIDENT MANAGEMENT REPORT



FLORIDA'S TURNPIKE ENTERPRISE

January 1, 2018

Incident Management Team

2017 INCIDENT MANAGEMENT REPORT

Incident Management Programs

- ❖ **Introduction..... Pages 4 – 9**
- ❖ **Traffic Incident Management Initiatives/Outreach..... Pages 10 – 53**



Improving incident safety, scene management and quick clearance milestones through continued training, awareness, outreach and partnerships are the goals of the Florida's Turnpike Traffic Operations Team

- ❖ **Rapid Incident Scene Clearance (RISC)..... Pages 54 – 60**



Originally developed and implemented by Florida's Turnpike in 2004 to clear road-closing incidents in 90 minutes or less, RISC is now the state-wide large vehicle recovery and response program

[For more detailed information, please see the 2017 RISC Annual Report](#)

- ❖ **Specialty Towing and Roadside Repair (STARR)..... Pages 61 – 67**



Utilizing vendors responding to FHP-dispatched calls within a timeframe of 25 to 55 minutes for vehicle towing or minor repairs, STARR is Florida's Turnpike light-duty wrecker program

[For more detailed information, please see the 2017 STARR Annual Report](#)

- ❖ **Road Ranger Safety Patrol..... Pages 68 – 88**



The State Farm Safety Patrol Program is a free 24/7 FDOT program, providing more than 107,000 annual hours of motorist assistance and incident management services on all Turnpike-operated roadways

- ❖ **Traffic Management Center (TMC)..... Pages 89 – 114**



Monitoring 460 center-line miles of roadway utilizing more than 2,100 Intelligent Traffic Systems devices, the TMC is Florida's Turnpike's 24/7 Operations and Communications Center

Florida's Turnpike Traffic Incident Management Team Leaders



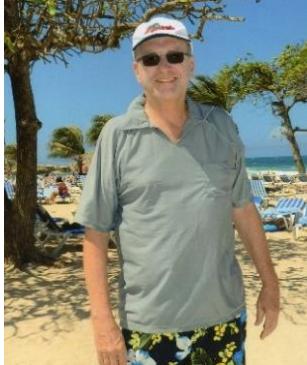
John Easterling
**District Traffic Operations
Engineer**



Eric Gordin
Assistant Traffic Operations Engineer



Mike Washburn
**Incident Management Program
Manager**



Jim Hilbert
TMC Program Manager



Kelly Kinney
TMC Team Manager



Karla Smith
TMC Operations Manager



John Sparks
**Incident Management Support
Specialist (Ret.)**



Ralph Etienne
Field Incident Response Manager



Larry Saxon
Incident Management Specialist

INTRODUCTION

INTRODUCTION

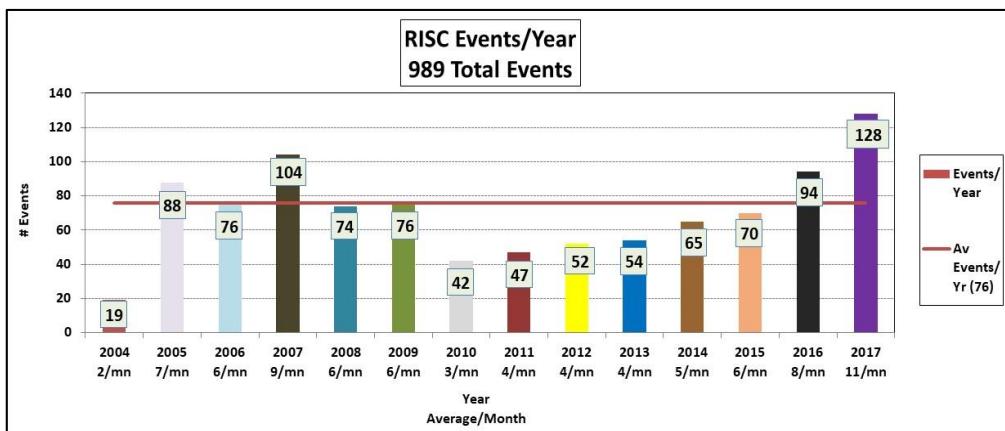
Traffic Incident Management (TIM) Program Details

2017 will be remembered as a year of “Firsts” for the Florida’s Turnpike’s Incident Management program and Team.

It began in September when Hurricane Irma became the first major hurricane (category 3 or higher) to make landfall in South Florida since Hurricane Wilma in 2005. The mass evacuation that Irma provoked also

triggered the first activation of the Turnpike’s Specialty Towing & Roadside Repair Hurricane support plan. The Turnpike’s STARR vendors rolled out more than **40** wreckers and support vehicles to service crashes, incidents or break-downs within the evacuating traffic. With the single goal of keeping Turnpike traffic lanes flowing, more than **3,000** motorist assists were provided by the STARR wreckers and the Turnpike’s Road Ranger program in approximately 10 days of pre-and post-storm service.

The Wrecker Support Component of the Hurricane Evacuation Plan

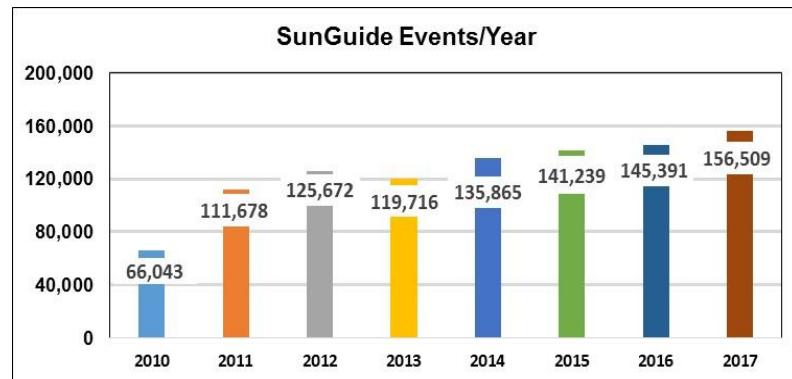


Total RISC activations for the 2017 calendar year reached a program record of **128** RISC activations; the first and only year with more than 100 activations since 2007. October was the first month that the Turnpike’s Rapid Incident Clearance (RISC) program reached **20** activations.



INTRODUCTION

The Turnpike's TMC worked more than **156,000** traffic events in 2017, eight percent more than 2016 and the largest total ever. The 24-hour incident management coverage of the Turnpike system resulted in an average of 41 minutes for roadway clearance of lane-blocking incidents; a significant improvement from the past several years.



The TMC Operations, working from its Pompano Operations Center, a renovated Turkey Lake Operations Center, and Lake Worth co-location with Florida Highway Patrol (FHP) Communications Center, prioritized recruiting and training during the year, welcoming nine additional operators. Cross-training of the TMC Operators with peer TMCs, focused on Express Lane Operations was a key initiative.

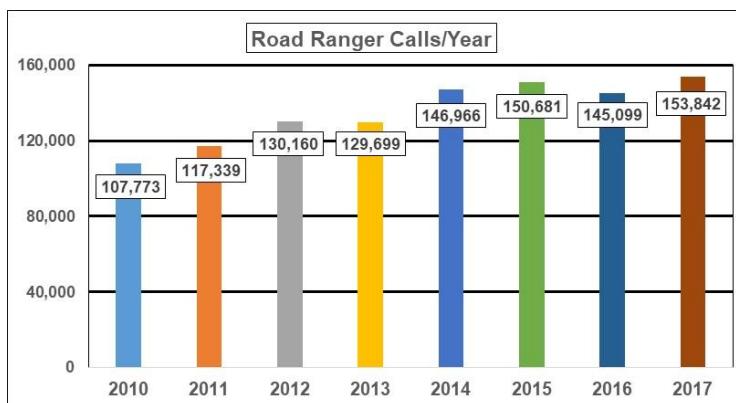
December marked the opening of the Turnpike System's first Express Lane corridor. The Veterans Expressway's first six-mile segment of the northbound and southbound express lanes in Tampa began live traffic operations just after midnight on December 9. Florida Highway Patrol Troop K, Road Rangers and STARR vendors, along with county emergency responders, are now tasked with providing premium response and clearance coordination within the delineated managed lanes.



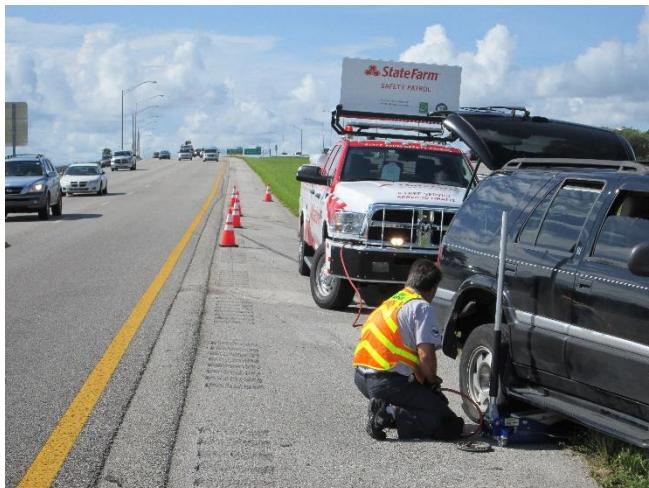
INTRODUCTION

For 2017, **399** secondary crashes, **2.9** percent of all crashes, were recorded by FTE. This compares to 2016 when 379 secondary crashes, or 2.9 percent occurred. Steps to reduce secondary crashes continued to be a FTE priority in 2017. Road Rangers and STARR vendors, with prompt response to incidents and training to implement safe, quick clearance of travel lanes, are a key component of the secondary crash reduction program.

The Incident Management partnership with FHP Troop K continues to be vital to the success of the Turnpike's Incident Management program and investments. Along with the Turnpike's Roadway Maintenance personnel who respond to the RISC and major large vehicle crashes, FHP's Troop K troopers work as on-scene incident commanders, working together to provide unified command.



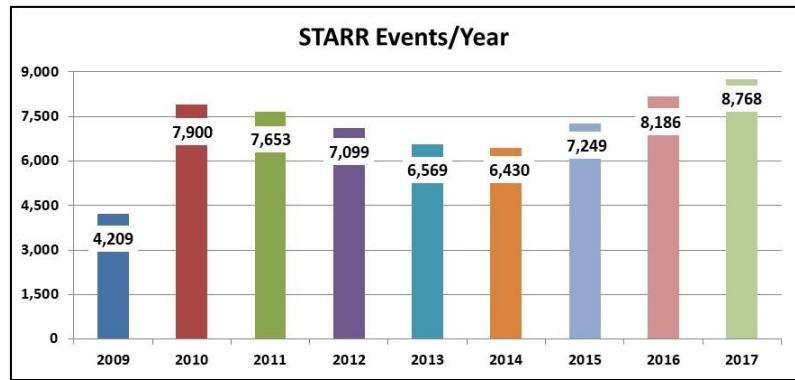
The Turnpike's Road Ranger Service Safety Patrol provided more than **153,000** customer assists during the year, a six percent increase over the number of assists in 2016. By responding to more than **7,500** crashes, the Road Rangers contributed significantly to reducing roadway and incident clearance times. Additionally, customer courtesy assist totals also included 18,126 flat-tire assists and 9,534 gas calls.



Two major events occurred during 2017 in our Road Ranger operation: On January 6th, a contract was finalized with AutoBase, Inc. to provide Road Ranger Safety Patrol services on Toll 589 in Hillsborough, Pasco and Hernando Counties starting on May 1st. Later in the year, after serving as the Turnpike's Road Ranger services vendor for 19 years, Florida Turnpike Services decided not to bid on the new mainline Road Ranger Safety Patrol Services contract effective in February 2018. This left seven other vendors new to the Turnpike Mainline to bid on the contract in a competitive RFP process. On October 11th, the contract award was announced and AutoBase was named the new Mainline RRSP contractor, starting service on February 13, 2018.

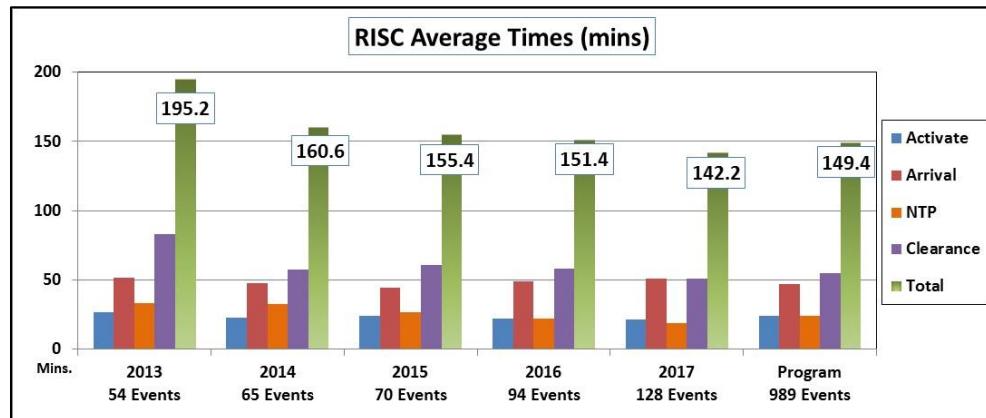
INTRODUCTION

The Turnpike's dedicated Specialty Towing and Roadside Repair (STARR) tow vendors responded to a new high number of FHP Troop K dispatches for wrecker calls in 2017, responding to more than **8,700** calls. The average response time was 20 minutes, 41 seconds and vendors made their contractual response times 93 percent of the time. The STARR program continues to pay huge dividends for incident clearance by prioritizing tow vendor response time.

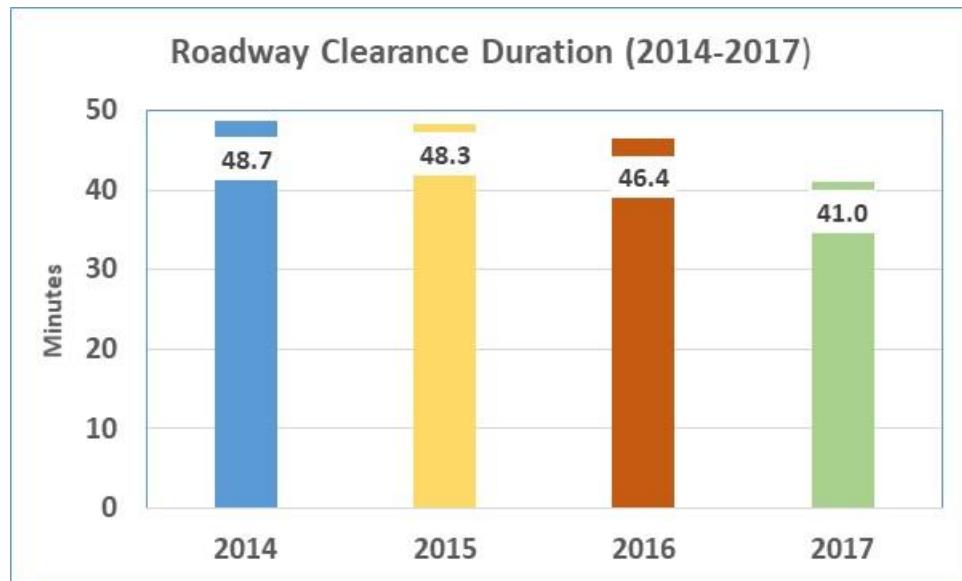


No area of the program better reflected the overall increase in traffic volume on the Turnpike system than the Turnpike's RISC program and number of activations for the year. In 2017, RISC vendors responded to 128 activations on the Turnpike system, the highest number of activations since the start of the RISC program in 2004. Along with the increased number of activations, the Turnpike program and its vendors also maintained a continuing improvement in the RISC event duration performance goals, achieving an average duration of **142.2** minutes, the lowest duration average since 2010. It should also be noted that the average event duration in 2017 was seven minutes less than the overall program average of 149.4 minutes.

INTRODUCTION



In 2018, the Florida's Turnpike Incident Management program will look to keep up the momentum of decreasing roadway clearance times with even closer coordination of the Turnpike's specialty tow contracts and transitioning to a new Road Ranger mainline contract. Express Lanes incident management will be prioritized as the Turnpike positions itself to initiate future managed lanes corridors, and a new roadway facility, the First Coast Expressway (FCE) in the Jacksonville area, will be added to the Turnpike System. The safety of Turnpike motorists will continue to be the objective of daily initiatives such as the Wrong Way Detection program and public safety campaigns, including the annual National Incident Response Week in November.



Roadway Clearance Times dropped 16% from 2014 to 2017



TRAFFIC

INCIDENT

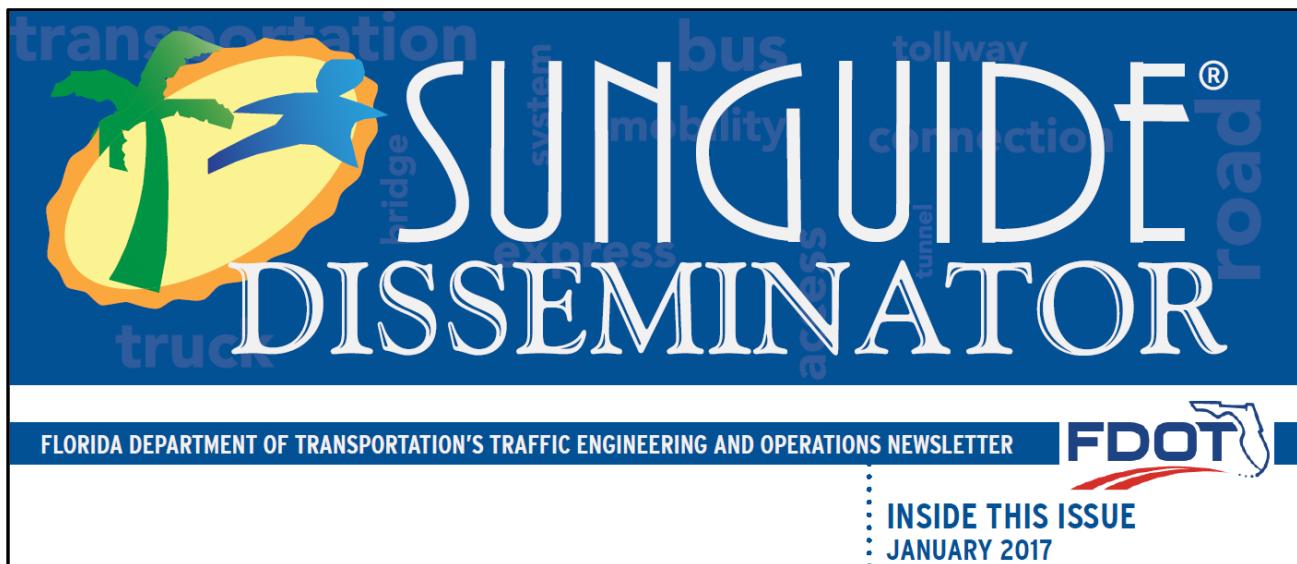
MANAGEMENT

INITIATIVES/OUTREACH

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Community Outreach Effort Featured in FDOT Newsletter

The January 2017 edition of the FDOT SunGuide Disseminator, <http://www.dot.state.fl.us/trafficoperations/Newsletters/2016/2016-Jan.pdf> featured an article written by Mike Washburn describing Turnpike Traffic Operations' efforts at the 2016 Construction Career Days in Davie Fl. Held in November, the Learning Lab was set up to help the students learn more about ITS and the associated career possibilities.



Students Learn about ITS as a Career

By Mike Washburn, Florida's Turnpike Enterprise, Incident Management Program Manager

For the eleventh consecutive year, Florida's Turnpike Traffic Operations team participated in the annual South Florida Construction Career Days at the Bergeron Rodeo Grounds in Davie, FL.



Source: FDOT

Held on October 25th and 26th, the event hosted approximately 1,800 high school students from the South Florida area, with more than 600 of them visiting the Turnpike's Regional Transportation Management Center (RTMC)

Operations/Intelligent Transportation Systems (ITS) "Learning Lab." The Learning Labs at the event provided the students with invaluable hands-on demonstrations of various activities involved in the construction and operations of highway and bridge projects.

At the Turnpike's TMC/ITS learning lab, the students were able to learn about and use ITS systems and hardware including field devices such as Dynamic Messaging Signs (DMS) controllers and Closed Circuit Television

(CCTV) control. Wrong-way detection hardware and operations were also included in the booth set-up. Wrong-way Light Emitting Diode (LED) warning signs were demonstrated along with the ability of sensors and cameras to detect a wrong-way activity and send an alert to a TMC workstation. The students were encouraged to ask questions and converse with the lab crew, discussing career paths and interests. The goals of driver safety and emergency responder safety was highlighted during brief presentations to each group of about 25 students that would visit the lab at 15-minute intervals. Many of the questions asked focused on how to become a traffic engineer.



Source: FDOT

Construction Career Days is a nationally recognized event and continues to target high school and technical school students to help them discover the world of roadway construction and operations.

For more information, contact Mr. Mike Washburn at 954-934-1621 or Michael.Washburn@dot.state.fl.us.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Monthly Safety Reminders

Seven years running, monthly Safety Alerts have been distributed by the Turnpike IM Team to Turnpike Road Rangers, STARR operators, Roadway Maintenance field reps and other responders. Developed in 2011, the alerts relay the message that safety is the Turnpike's primary concern. Directed at Road Rangers, but generally applicable to all responders, the Safety Alerts complement regular training classes and serve as reminders to remain safe at all times.



Traffic Incident Management Safety Alert

January 2017 DRAFT

Non-Traffic Side Approach

Always approach a stopped vehicle from the non-traffic side
(Usually the passenger side)

- Use the non-traffic side controls of your truck
- Stay away from the flow of traffic
 - Limit time in the high-risk zero-buffer zone
- Don't turn your back to traffic
 - Keep your head on a swivel

Remember: Complacency Can Be Deadly



Traffic Incident Management Safety Alert - February 2017

High Visibility Safety – Are You ANSI 3 Safe?

Florida's Turnpike Mainline Road Rangers have upgraded their ANSI Class 3 safety uniform to pullover shirts in place of additional safety vest.

- Per MUTCD, all roadway workers (including emergency responders) shall wear high visibility safety apparel
 - Must be visible up to 1,000 feet day or night
 - Colors & reflective material must meet standard
- Florida's Turnpike requires Class 3 for Road Rangers, STARR vendors and for flaggers (at night)

Incident Management Monthly Safety Alerts

Note: Subsequent monthly reminders will be seen throughout this section of the report

IM Team Members Recognized



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Statewide Express Lanes Meeting

On January 24th, Eric Gordin represented Florida's Turnpike at the Statewide Express Lane Software (SELS) Change Management Team meeting held at FDOT District 6 in Miami. Eric and representatives from the other seven FDOT districts discussed subjects that included:

- Express Lane (EL) software development
- Upcoming EL projects
- Live EL software demonstration by former Turnpike TMC manager Alex Mirones
- SELS/OTM integration
- Future action steps



While at District 6, Eric visited the TMC where he was given an overview of how the ELS functioned on I-95. In the photo, Don Avery, Consultant Project Manager, and Software Engineer Mark Laird demonstrate how the information was displayed on the video wall.

FDOT4 Smoke/Fog Incident Management Task Force

The US 27/I-75 Task Force met on January 31, 2017, at the District 4 Structures Office in Davie, Florida, to discuss the 2017 fire season, to update agency contacts and review the latest developments in the field. The Task Force, whose members include Florida's Turnpike, FHP Troops K and L, Florida Forest Service, FHP Lake Worth Regional Communications Center, FDOT Districts One and Four, Asset Maintenance contractors and the Florida Forest Service was created in cooperation with the Florida Highway Patrol (FHP) and other partner agencies to develop an operations plan to improve communications among all agencies during dangerous fog and smoke conditions.

Agenda items included:

- New Troop L Davie District Commander, Captain Chris Chappell was introduced.
- Florida Forest Service cited high probability of an active fire season due to current slow cycle of burnings, and continued record heat and dry seasons.
- FHP Communication Troop K Dispatch supervisors will be added to Florida's Turnpike Roadway Weather Information System alert distributions.
- US 27 ITS Devices are still offline due to a variety of issues including bad Solar Panel cells and FCC licenses for HAR.



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Wrong-Way Driver Program International Television Coverage

On February 20th, the IM Team coordinated with the Turnpike PIO office and FHP in demonstrating the WWD program to a Danish TV network crew. The reporter and her camera operator first met with FHP PIO Sgt. Mark Wysocky, who in close coordination with the TMC, demonstrated successfully the Blink Link system in action at the Sawgrass Expressway Atlantic Avenue exit ramp. After the field demonstration, they visited the Pompano TMC. Assisted by Mike Washburn and Ryan Brown, Karla Smith demonstrated how the Blink Link alert is transmitted to the TMC and how our operators go to work using ITS to warning other motorists and coordinating with FHP.



A Turnpike Road Ranger truck traveling in reverse was utilized in the field demonstration

WWD software was demonstrated at the Pompano TMC

The reporter left the demonstration with an appreciation of the coordination between FHP and the TMC and the speed at which the WWD system operates.

Traffic Incident Management Safety Alert March 2017 DRAFT

FLORIDA'S TURNPIKE

Something Is Not Right

- Pay attention to your surroundings
 - You know what belongs and what does not
- If something looks suspicious, trust your instinct and report it to TMC
 - Don't approach a suspicious person
 - Don't open a suspicious package
- If it doesn't feel right, report it and stay a safe distance or leave the scene

IF YOU SEE SOMETHING, SAY SOMETHING.

Traffic Incident Management Safety Alert April 2017

FLORIDA'S TURNPIKE

Know Your Blind Spot

- All vehicles have a blind spot – even motorcycles
 - Know where the blind spots are:
 - Sides of vehicle near the rear
 - Directly behind
- Be extra cautious as you pass a tractor trailer
 - If you can't see the driver's face in her mirrors, she can't see you

Check Your Mirrors Every 5 to 8 seconds

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards

A continuing high point of the Turnpike Traffic Incident Management meetings was the Turnpike Incident Management Team honoring Turnpike first responders with the Responder of the Quarter Award. Turnpike TIM Team members involved in incident management activities are eligible for nomination, including Law Enforcement, FHP Dispatch, Fire Rescue, Road Rangers, Wrecker Operators, RISC Operators and TMC Operators.

The award recognizes individuals and/or teams who go above and beyond their normal duties.

Below are photos and nominations of the 2017 Turnpike Responder of the Quarter Award winners:

Jorge Delgado/American Towing



**RESPONDER OF THE QUARTER AWARD WINNER
FEBRUARY 2017**

Dave Tilki



**RESPONDER OF THE QUARTER AWARD WINNER
FEBRUARY 2017**

NOMINATOR: Ralph Etienne

Nomination: American Towing is nominated for Responder of the Quarter for their efficient and professional safe, quick clearance efforts on the Dec. 17, 2016, RISC activation at MP 47 Nb. At approximately 2:30 a.m., a fully loaded tractor trailer lost control at the MP 47 NB ramp to the Turnpike mainline. The Tractor Trailer rode the right shoulder outside guardrail on the ramp, before overturning completely down the slope shoulder. More than 300 feet of guardrail was destroyed, along with light poles, and the vehicle came to rest on breached guardrail as well. American Towing was activated at 2:58 a.m., historically the worst time for quick response. Regardless, American Towing was on scene with its first heavy by 3:30 a.m., and full RISC package by 3:47 a.m. Scene commander Jorge Delgado took immediate control and worked well with FHP and Roadway Maintenance on-scene command and proceeded to prep for recovery with a 4 a.m. NTP. With NB traffic detoured, Jorge and his crew rigged for the recovery, and on first pull of the vehicle was successful in up-righting the compromised tractor and trailer, pulling it back through damaged guardrail and onto roadway for final clearance.

NOMINATOR: Mike Washburn

Nomination: I would like to nominate David Tilki for honorary Responder of the Quarter. David has worked as Florida's Turnpike Zone 4 Manager for 18 years and has been instrumental and central to the growth of safe, quick clearance and Incident Management "Best Practices" on the Turnpike's Polk Parkway, Veterans Expressway and Suncoast Parkway. He has overseen the initiation of the Turnpike's first Asset Maintenance Roadway partnership, working with personnel to train and mobilize needed response to and actions at incidents. His continued outreach and partnership with FHP Troop K troopers and officers on the west coast corridors has ensured consistent response and incident management awareness. David has also been vital to the start of the Rapid Incident Scene Clearance (RISC) program on the corridors, working with RISC contractors and responding to more than 12 RISC incidents on those roadways, and numerous major incidents. David is recognized as a true supporter, partner and champion of safe, quick clearance.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards (cont.)

The Turnpike on-scene Roadway Maintenance representative recognized the efficient operations as well. The lane was re-opened to traffic and detour lifted by 5:05 a.m. Jorge and his crew's expertise, experience and efficient operations resulted in safe, quick clearance of Turnpike travel lanes prior to morning peak traffic.



RISC Continues to Gain Followers

The article to the right, seen in the Winter 2017 edition of the Pennsylvania Turnpike Moving Ahead TEO News, outlines their new Incentive Towing pilot program. With many of the features of the Florida's Turnpike RISC program, such as 90-minute timeframe for clearance and incentive bonuses paid to authorized towing companies (Authorized Service Providers), the Pennsylvania Turnpike anticipates the same benefits from this program as we do with RISC.



INCENTIVE TOWING PILOT PROGRAM

Dave Wolfe, Regional Traffic Incident Management Coordinator, Drive Engineering

On March 1st, the Pennsylvania Turnpike Commission will kick off an exciting 3-month pilot program designed to enhance Traffic Incident Management (TIM) efforts statewide. As part of an ongoing commitment to the safety of travelers and first responders, the pilot program will encourage commercial vehicles to use Authorized Service Providers (ASPs) to promote the safe, quick clearance of major traffic incidents on the Turnpike system. For the purposes of this pilot program, a major traffic incident is defined as one involving one or more commercial vehicles which results in a partial or complete reduction in lane capacity. Clearing traffic incidents quickly reduces the "TIM Timeline" and yields many benefits, including:

- Reduction in congestion and traveler delays.
- Reductions in secondary crashes, which are crashes that occur as a result of the original incident. Often, a secondary crash can be more severe than the primary crash.
- Reductions in responder (including Turnpike personnel) exposure on the roadway, lessening the chance of injuries and/or fatalities.
- Reductions in lost toll revenues and other expenses incurred during "Plan X" scenarios.

The pilot program will be conducted in District 2 and District 4 as a collaborative effort between the Turnpike Commission, the Pennsylvania State Police, and the six ASPs which operate in those districts. To qualify for an incentive payment, a traffic incident will have to involve a commercial vehicle and result in a 50% or greater reduction in mainline lane capacity or the complete closure of a ramp. Upon authorization from the Incident Commander, the ASP will begin working to clear vehicles to the next safe wide area of interchange and shall receive a monetary incentive based on the following schedule:

- 90 minutes or less to clear travel lanes and move accident vehicle(s) to a wide/safe area - \$1,000.00
- 120 to 180 minutes to clear travel lanes and move accident vehicle(s) to a wide/safe area - \$0
- 180 Minutes or more - If the time to clear travel lanes exceeds 180 minutes, a penalty of \$10/ minute (\$500/hour) shall be assessed. The maximum penalty shall not exceed \$1,200.00.

While the ultimate goal of the Incentive Towing Pilot Program is to reduce secondary crash rates, this pilot will lead to speedier and safer traffic flow. The Incentive "clock" can be stopped when unsafe conditions are present or operational challenges arise that require a change in tactics. The Incentive Towing Pilot Program will undoubtedly result in greater communication between the Turnpike Commission and its partners and reinforce the importance of a strong Unified Command structure at major traffic incidents.

One Voice, One Vision, All Together!

For more information please contact Todd Leiss at tleiss@paturnpike.com or Dave Wolfe at dawolfe@paturnpike.com.

THE OHIO TRIPoo Towing & Recovery Incentive Payment Program

Towing & Recovery Incentive Payment Program

The Towing & Recovery Incentive Payment (TRIP) Program pays prequalified heavy-duty towing and recovery companies incentives for the quick clearance of large commercial vehicle incidents on selected, high-importance Ohio roadways. As of July 2015, approximately 1,000 miles of interstates, state routes, and US routes across every region of Ohio will be covered by the TRIP program.

What is the motivation for this program?

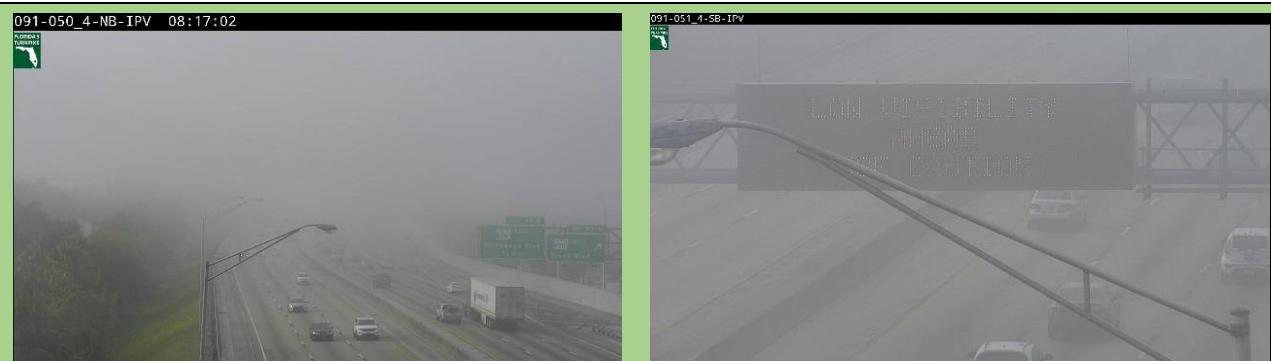
Traffic congestion caused by incidents affects the safety and mobility of all travelers. Major incidents can affect thousands of vehicles in an entire highway corridor or network. Additionally, this congestion can cause secondary incidents, which are just as dangerous as the primary incident. Secondary incidents are not just crashes but also include engine stalls, overheating, and running out of fuel. Approximately 20 percent of all incidents are secondary incidents.

Traffic incidents are primarily public safety events. Public safety agencies, such as law enforcement, fire and rescue, emergency medical services (EMS), and other emergency management agencies are first to respond to traffic incidents. Other entities involved in responding to traffic incidents include, airports, private sector entities are also involved, most commonly from the towing and recovery industry. Efficient and effective incident management strategies help keep the public, as well as responders, safe and moving.

The article to the left, from the Ohio DOT website outlines their new Ohio TRIP (Towing & Recovery Incentive Payment Program. Also with many of the features of the Florida's Turnpike RISC program, such as 90-minute timeframe for clearance and incentive bonuses paid to authorized towing companies (Authorized Service Providers), the Ohio Department of Transportation anticipates the same benefits from this program as we do with RISC.



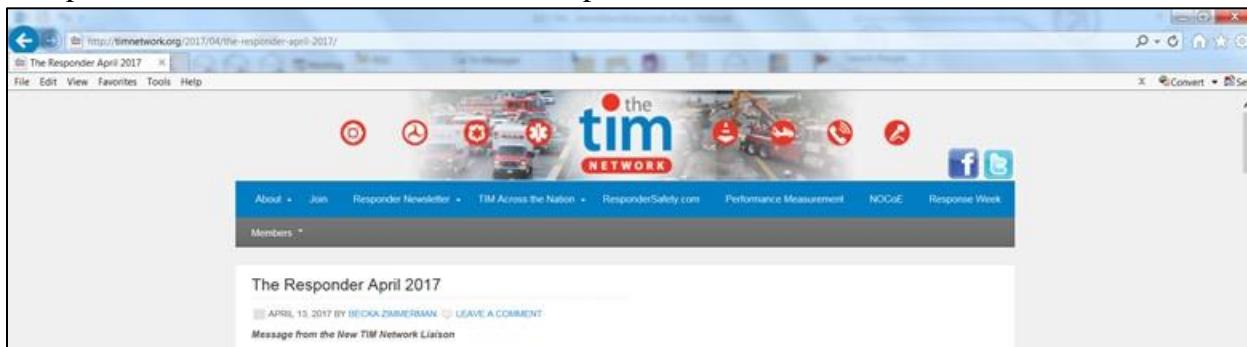
TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH



On the morning of Saturday, February 25th, heavy fog blanketed both Broward and Miami-Dade Counties, cutting visibility down to a dangerous level as seen by the snapshot on the left from the CCTV camera at Mile Post 50.4 in Broward County. To assist motorists, the TMC lights warning messages on area DMS signs which read “Low Visibility Ahead Use Caution” as seen (barely) in the snapshot to the right of the DMS at Mile Post 51.4. Fortunately, no major incidents occurred due to the fog.

Turnpike TIM's National Recognition

Once again, the Responder e-newsletter of the TIM Network, recognized and published the Turnpike 2016 STARR and RISC Annual Reports.



The e-newsletter is produced monthly and is the Traffic Incident Management industry's most recognized sources of information. Its national audience gives our two Incident Management programs a great deal of exposure and recognition.

New FHP Troop K Commander

Florida's Turnpike Executive Leadership welcomed new FHP Troop K Commander Kevin Blom at a March 17th meeting in the executive conference room in the Turkey Lake Headquarters. Major Blom, formerly a District Commander for Troop G, Jacksonville, was introduced to CEO Diane Gutierrez-Scaccetti, Transportation Systems Director Paul Wai, Finance Director Bren Dietrich and other members of the Turnpike Leadership Team from Roadway Maintenance, Traffic Operations and Construction. A general overview of Turnpike Operations was provided to Major Blom along with Turnpike priority initiatives of Express Lanes implementation, emergency operations and tolling impacts.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Asset Maintenance Contractor Forum

Florida's Turnpike Incident Management Team was invited and participated in the annual Asset Maintenance Contractor Forum held April 25th, hosted by FDOT District 4, District 6 and Florida's Turnpike Roadway Maintenance departments. Michael Washburn was one of four individuals to address the 80+ conference attendees as part of the Roadway Incident Management Panel, leading discussion and answering questions on the Asset Maintenance contractor's role in effective incident scene management.

Questions posed for discussion were:

- What are the guidelines for on-site command roles for roadway incident response?
- How do you interpret the Emergency Response Performance Measure as stated on the asset maintenance contract?
- What is your opinion of having Road Ranger Services incorporated in asset maintenance contracts?
- What is the role of the AM in removing and reporting the spill, both below and above 25 gallons? What occurs if the spill is not completely removed and other agencies are requesting to open the lanes?
- What are some of the best practices for on-site incident command that you have seen?

On-scene unified command role, performance measures and incident response was highlighted throughout the session.



On April 21st, members of the Turnpike IM Team met with Paul Wai, Director of Transportation Operations, and FHP Troop K Commander Major Kevin Blom and Turnpike Tolls Group to review major events that occurred earlier during the month of April.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Yeehaw Junction Congestion Review Committee

The Okeechobee Music Festival is held every March, drawing relatively large crowds. Despite its distance from the Turnpike, it does cause traffic flow problems at Yeehaw Junction.



Almost immediately after leaving the Yeehaw toll plaza, motorists traveling to the festival are faced with a traffic light controlling the traffic flow from SR 60 to US 441. This intersection, which normally sees a minimum of traffic flow is overwhelmed by the sheer volume using it for the festival. The traffic backup grows from to the intersection, to the Yeehaw off ramp and onto the Turnpike mainline. Traffic delays of more than four miles have been experienced.

To deal with the issue, Eric Gordin developed a Traffic Management Plan for the event and presented it to the committee at a meeting on May 1st at the Turkey Lake Operations Building. The committee is made up of representatives from FHP Troops K and D, Osceola County Sheriff, Osceola County Traffic Engineering, FDOT District 5 Traffic Operations, Turnpike Tolls, Emergency Management and Traffic Operations. Numerous ideas were discussed at the meeting, with the most promising for immediate relief is Osceola County Traffic Engineering working on securing wireless access to the traffic signal at the intersection. This will enable Osceola County immediate monitoring of the intersection and direct access to the signal, allowing them to change the signal's duration to allow for more vehicles to turn at the intersection.

Follow up progress meetings are planned, with an effort made to include Okeechobee County representatives to further address the issue before the 2018 festival.

Turnpike Wrong-Way Driver Program's Encore Television Coverage

On May 17th, the IM Team again coordinated with the Turnpike PIO office and FHP in demonstrating the WWD program to the nationally syndicated show "Inside Edition". A producer for the show and a camera operator first met with FHP PIO Sgt. Mark Wysocky, who in close coordination with the TMC and Road Ranger Romeo 6, demonstrated successfully the Blink Link system in action at the Sawgrass Expressway Sample Avenue exit ramp.

After the field demonstration, they visited the Pompano TMC, where assisted by Mike Washburn and Ryan Brown, ATIS Richard Serrano demonstrated how the Blink Link alert is transmitted to the TMC and what the TMC does in disseminating a warning to nearby drivers using ITS devices and how they coordinate with FHP to track the wrong-way driver.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Wrong-Way Driver Program Television Coverage (cont.)



Romeo 6 was used to trigger the alarm in the field demonstration (ramp was blocked by FHP)



Richard Serrano demonstrated the WWD software at the Pompano TMC

The story aired as part of the show's May 23rd broadcast - below are screen shots of the show taken from the "Inside Edition" web page:

to Avoid a Disastrous Collision

By Inside Edition 5:34 PM EDT, May 23, 2017

It's a terrifying moment — a vehicle flying straight at you while you're driving down the highway.

What to Do If a Wrong-Way Driver Is Coming Your Way to Avoid a Disastrous Collision

By Inside Edition 5:34 PM EDT, May 23, 2017

What to Do If a Wrong-Way Driver Is Coming Your Way to Avoid a Disastrous Collision

By Inside Edition 5:34 PM EDT, May 23, 2017

What to Do If a Wrong-Way Driver Is Coming Your Way to Avoid a Disastrous Collision

By Inside Edition 5:34 PM EDT, May 23, 2017

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Responder of the Quarter Awards

FHP Troop K Troopers



**RESPONDER OF THE QUARTER AWARD WINNER
MAY 2017**

Marcos Ingles



**RESPONDER OF THE QUARTER AWARD WINNER
MAY 2017**

NOMINATOR: Garrett Paquette (Car Store)

Nomination: I, as well as the entire RISC team at Car Store Towing, would like to nominate as Responders of the Quarter Troopers Azevedo, Fonseca, Perez, and Vickers who were on scene assisting with the RISC event of March 12th at the 291 MM. I cannot express enough gratitude and respect I have for these Troopers in the way they conducted themselves during a very stressful incident. Not only were they compassionate to all parties involved, they were firm in their decisions when it came time to shift incident control over to us as recovery operators.

Towing and Recovery operations has made great advances and it is a pleasure working with other responders who understand that we are one team, one goal.



NOMINATOR: Mike Washburn

Nomination: I would like to nominate Marcos Ingles, Roadway Maintenance Asset Maintenance contractor. Marcos works for AM contractor Jorgensen in Turnpike's Roadway zone 2. On April 28, a tractor trailer loaded with hay was destroyed when the driver stopped on the right shoulder of MP 105 southbound. From 6:30 a.m. until nearly 1 p.m., the Turnpike was closed southbound as Palm Beach Gardens and Palm Beach County Fire Rescue battled the fire, and were forced to empty contents onto the ground to assure the vehicle and load was extinguished. Palm Beach Gardens Battalion Chief Haywood cited Marcos for his outstanding on-scene coordination, communication and cooperation in providing Fire Rescue with needed support, working with FHP to turn around trapped traffic queue and working with the RISC contractor in prepping for recovery and final clearance. Marcos also communicated closely with the TMC and conducted his crews to set up needed detours at Exit 107 Bee Line interchange. Marcos efforts exemplify the needed on-scene command by Turnpike Roadway Maintenance and support the overall goals of Incident Management unified command.



Ralph Etienne taking a Road Ranger wrecker through its paces during a vehicle inspection on June 1st

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Post-Incident Review Briefings

Face-to-face debriefings of major incidents by the responders involved are vital ingredients of an effective Incident Management program. Debriefings of complex recoveries or incidents allow for valuable lessons learned to become known, and for the responders to build on their professional relationships and base of experience and knowledge prior to the next major incident.

One such debrief was held on May 5th at the Lake Worth Communications Center. In attendance were Florida Highway Patrol, Roadway Maintenance, Jorgensen Contract Services, RISC contractor Westway Towing and Turnpike IM Operations. Discussion centered on response, incident management scene coordination, vehicle recovery and removal during a RISC event on April 28th in which a tractor trailer loaded with hay caught on fire. Lively, no-fault discussions were the highlights of the debriefing.



All responders to this incident attended the debriefing

Asset Management RISC/Incident Management Review Meeting

On May 12th, Turnpike IM managers conducted an incident management training session at the Jorgensen Contractual Services field office in Fort Pierce. Present, along with Hossein Barekat, Turnpike Roadway Maintenance Manager, were Jorgensen's managers and field personnel responsible for asset maintenance in Roadway Zone 2 (Turnpike Mainline – MP 100 to 200).



The training focused on response to RISC incidents, on-scene unified command and Jorgensen's role representing Florida's Turnpike.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Asset Management RISC/Incident Management Review Meeting (cont.)

Topics discussed at the meeting were:

- Rapid Incident Scene Clearance (RISC) – Turnpike expectations during an event
- Florida Highway Patrol (FHP) – increased interaction with Turnpike troopers
- Traffic Management Center – better use of TMC efforts

Wrong Way Driver Initiative Expands

Beginning in May, Florida's Turnpike began implementation efforts to deploy its Wrong Way Driving Pilot Project on TOLL 417 in Seminole and Osceola Counties. Traffic Operations Engineers worked with Turnpike Roadway Maintenance personnel to coordinate installation of enhanced static signage, mainline wrong way detection devices, as well as enhanced, highlighted signs at selected ramp locations along the Central Florida Greenway. In all, nine sets of off-ramp locations covering over 18 miles of the System would be instrumented by mid-June. Each location included two sets of flashing beacon wrong way signs, radar detection units, and a camera to take snapshots of the wrong way vehicle.

In preparation for the sites coming online, the Turnpike held an outreach meeting, inviting the Florida Highway Patrol and Communications Center staff, District 5, Central Florida Expressway Authority, and local police agencies to learn about the program and the deployment schedule. In addition, the Turnpike purchased and installed 11 computer monitors to supplement the display in each FHP dispatch console in the Troop D communication center. This additional monitor allows for FHP duty officers to monitor the Blink Link alarms in real-time.



The Wrong Way Device Setup at Exit 49, Lake Mary Blvd.



Turnpike personnel tested each location to ensure alert reliability prior to implementation



Close up of sign and solar-powered flashing strobe lights

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Wrong Way Driver Initiative (cont.)

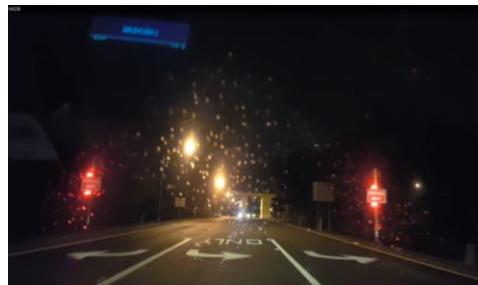
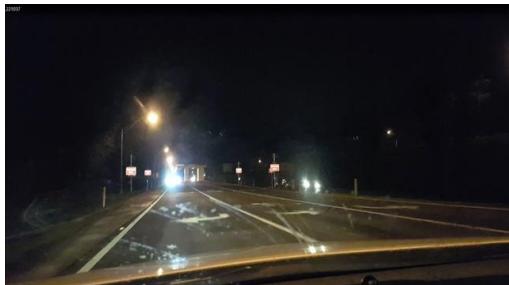
On-site testing began on May 2nd to ensure valid detections were captured and transmitted as alerts to the Tapco website. The TMC began actively monitoring the alerts on June 7, 2017, implementing priority response protocols like those in place on the HEFT in South Florida to monitor and respond to detection alerts. With each TOLL 417 alert, TMC staff contacts the Florida Highway Patrol Troop D Communications Center as well as FDOT District 5 TMC to coordinate response. Each installation, listed to the right, will be evaluated for effectiveness.

Osceola County

**TOLL 417 N/SB Off 2 – Celebration Ave.
TOLL 417 N/SB Off 3 – Osceola Pkwy.**

Seminole County

**TOLL 417 N/SB Off – Aloma Blvd
TOLL 417 N/SB Off – Red Bug Lake Rd.
TOLL 417 N/SB Off – SR 434
TOLL 417 N/SB Off – Lake Mary Blvd
TOLL 417 N/SB Off – US 17/92
TOLL 417 N/SB Off – CR 46A
TOLL 417 N/SB Off – Rinehart Rd.**



What a driver sees passing through a wrong way device location



Some Alerts Demand Immediate Attention

And fortunately, some don't

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Training for Responders

The Turnpike Incident Management Team and FHP Troop K hosted a free training session for the Federal Highway Administration (FHWA) Strategic Highway Research Program 2 (SHRP2) National Traffic Incident Management Responder Course. The session was held at the Pompano Highway Operations HQ campus on May 15th.



The four-hour interdisciplinary training classes focused on improving incident response in accordance with the National Unified Goal (NUG) by reviewing responder safety, safe, quick clearance principles and prompt, reliable incident communications.



Ralph Etienne inspects all Turnpike Incident Management trucks, as he is seen here doing so on May 22nd with vehicles from the Turnpike Road Ranger Safety Patrol fleet

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

IM Team Members Honored

On June 21st, Eric Gordin, Mike Washburn, Pompano ATIS Gregory Cacioppo and Alex Brum were presented with 2016 Turnpike awards at the Turnpike Weekend Update themed annual ceremony in Port St. Lucie.



Eric Gordin - Jay W. Brown Distinguished Manager Award

Eric has been a champion for traffic operations and an outstanding representative of FDOT. He is a strong proponent of Turnpike values, keeping all his actions in line with the turnpike traffic operations vision and mission values. He has been a driving force behind the Turnpike Express Lanes project.

Eric is also a strong proponent for training and encouraging his staff to look forward in planning future goals and objectives. It is a pleasure to work with somebody that truly exhibits the values of the FDOT in his work every day.



Mike Washburn – Turnpike Safety Award

Michael demonstrates comprehensive leadership in all aspects of promoting safety including PSA campaigns and Traffic Incident Management Meetings. He raises awareness of motorist and responder safety, technology enhancements as well as leads the Employee Workplace Safety Program. His leadership and relationship with Florida Highway Patrol (FHP) Troop K allowed realistic on-site active shooter training workshops, beneficial to all.

INCIDENT MANAGEMENT = SAFETY

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

TIM Team Members Honored (cont.)



Gregory Cacioppo – Unsung Hero Award

Greg displays perpetual professionalism that makes him a pleasure to work with. He has shown incredible commitment to improving the processes in the TMC and providing TMC Operators with training and tools they need to succeed. He has developed, SOP's, and a certification program for the TMC-FHP Liaison. Greg is always looking for special projects, and he is constantly looking to find ways to make the TMC Operators job more efficient.



Alexander Brum – Leadership Award

Also honored at the ceremony was a member of our extended Traffic Operations family. Alex Brum, of the ITS Department was given the Leadership Award. Alex has created policies and procedures that allow for a more operative environment in the ITS Department. He is an excellent mentor, with innovating ideas, extremely knowledgeable and a willingness to help and provide valuable information to his staff. He is patient and can resolve difficult conflicts with professionalism.



Traffic Incident Management Safety Alert May 2017

Tire Maintenance

- **Under-inflation** is often the blame for tire failure
 - look at the sticker that is commonly located on the door post of the driver's side door for correct tire pressure
- Make sure your tire valve stems have **caps**
- Check your tires for wear and cracks
 - measure the depth of the tire tread – if tread is too low, it is time to replace



Check Your Tires Every Month



Traffic Incident Management Safety Alert June 2017

Reduced Visibility Driving

- **DRIVE WITH LIGHTS** on low beam
- **SLOW DOWN** before you enter a patch of fog
- **WATCH OUT** for slow-moving and parked vehicles
- **BE PATIENT**
- **USE WIPERS AND DEFROSTERS** liberally
- **SIGNAL TURNS** well in advance
- **USE THE RIGHT EDGE** of the road or painted road markings as a guide

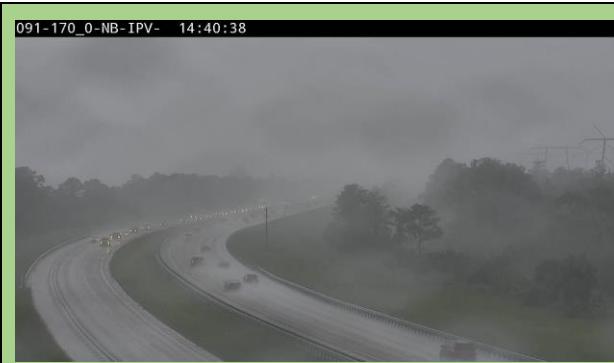
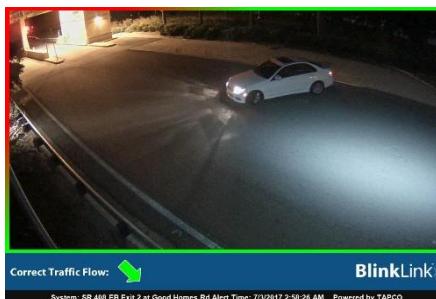
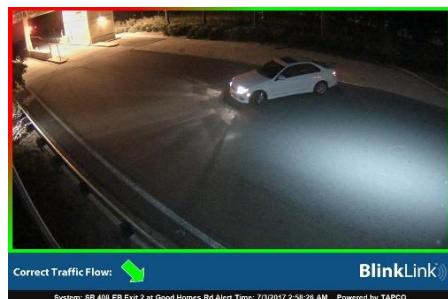


DON'T STOP IN A TRAVEL LANE

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

BlinkLink Wrong Way Detector in Action

The snapshots below, taken on July 3rd at the TOLL 408 Good Homes Road off-ramp, one mile off the Turnpike Mainline shows the effectiveness of the installation. As the snapshots progress, the wrong way auto is seen passing the flashing wrong way sign, putting the brake on to slow the auto and then begin a turnaround before going through the toll plaza. Another wrong way driver prevented.



On June 30th, the TMC monitored rainy, Sunday afternoon traffic in St. Lucie County through a CCTV

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

July 4th Holiday Weekend Travels

With gasoline prices dropping daily headed into the busy summer holiday, the Turnpike Incident Management team shifted operations into high gear in anticipation of heavy holiday traffic on the Turnpike.

In preparation, remote programmable PCMS were placed on the approaches to the Fort Pierce Service Plaza in anticipation of the heavy traffic flow into the under-construction plaza; Law Enforcement Officer Shifts were scheduled for both the Fort Pierce and Fort Drum Service Plazas; Road Ranger Romeo 9, 10, 11 and 13 were scheduled to work extended coverage hours, and TMC operator coverage was expanded throughout the weekend.



The remotely programmable PCMS northbound approaching Fort Pierce Plaza ready for use

Road Ranger Romeo 1 with a crash slowing heavy Keys-bound traffic on Saturday morning at Mile Post 0

Traffic cones placed at the southbound entrance to Fort Drum Plaza to control illegal parking



Heavy thunderstorms slowed traffic in the Orange County construction zone on Saturday afternoon

A Johnson's Heavy-Duty STARR wrecker was used to clear a rollover auto at MP 266 on Saturday

Romeo 3 provided MOT behind Miami-Dade Fire Rescue assisting a distressed pedestrian Sunday morning



STARR vendor Crockett's cleared a one-vehicle crash on TOLL 589 Monday morning

But, for whatever reason, the much-anticipated July 4th heavy traffic and congestion never materialized. It was smooth driving all day



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Team Member Says Goodbye

The Florida's Turnpike Incident Management Team thanked John "Sparky" Sparks for his 18 years of serving the Turnpike. John was instrumental in developing the Joint Incident Management and Scene Safety Training sessions for Turnpike First Responders, organized and wrote the incident management vendor contracts, oversaw the SLERS JFT Approval process and developed performance goals for IM vendors



A retirement celebration, attended by numerous Turnpike TIM partners was held at the Pompano Operations Auditorium on July 19th where Sparky was presented with a crystal award for his dedicated service to Turnpike customers. John's wife Jan attended the luncheon which featured tributes from Paul Wai, John Easterling and Ademola Adelekan.



Sparky's days will now be filled with engineering (the train), traveling, and spending time with Mickey Mouse and Mrs. Sparks (but not in that order).



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH



Traffic Incident Management Safety Alert Summer 2017

Summer Heat Precautions

If you are out in the heat:

- Drink plenty of cool liquids ➢ Take frequent breaks in a cool place
- Apply sunscreen frequently ➢ Wear a hat

Watch for signs of:

- Heat Cramps - Drink Liquids and Stretch
- Heat Exhaustion - Cool Body Down w/ water
- Heat Stroke - Call 911 for this life-threatening condition

Don't Lose Your Cool

Due to an extended period of very hot days, a special Summer Safety Alert was sent out on July 27th to help our responders stay healthy and safe while working outdoors

Traffic Operations Annual Staff Meeting

On Monday, August 14th, all three Traffic Operations' sections, Incident Management, Traffic Services and ITS Technology, gathered to hold the Second Annual Staff Meeting. Conducted via a video conference link between the Turkey Lake HQ Operations Building and the Pompano Highway Operations Building, thirty-eight Traffic Operations staff members participated in the meeting.



Joined by Diane Scaccetti, Turnpike CEO and Paul Wai, Turnpike Director of Transportation Operations, the meeting agenda included presentations by all Department sections and project updates by Paul Wai and John Easterling.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Sean Loscalzo



RESPONDER OF THE QUARTER AWARD WINNER
AUGUST 2017

Jackie Compton/Leo Santos



RESPONDER OF THE QUARTER AWARD WINNER
AUGUST 2017

NOMINATOR: Giuseppe Scaringi

Nomination: On June 20th, a fully loaded dump truck overturned on the Sawgrass Expressway at MP 11 NB, blocking all lanes. FHP quickly activated RISC with J & J Towing as the activated contractor. Extensive guardrail damage was also result of crash, with a large amount of spilled dirt and refuse cargo on outside of guardrail. It was a very complex scene that occurred just before the 4 p.m. afternoon peak, and split by where overturned vehicle came to rest and where cargo debris spilled on shoulder and beyond guardrail. The J & J tow crew began work and focused on up-righting vehicle. Sean Loscalzo, owner of ASuperior Towing, rolled up onto the scene, and, while ASuperior was not activated for recovery, engaged the unified command of Roadway Maintenance and J & J Towing, offering his assistance and expertise to the on-scene recovery team. Mr. Loscalzo assisted with the guardrail and debris recovery while the vehicle was secured by J & J. This effort to volunteer to assist a peer tow vendor during a high-impacting RISC incident helped to keep the RISC clearance time to 55 minutes before restoring lanes to traffic and an eight-mile delay. Mr. Loscalzo's actions were selfless and a prime example of teamwork and quick clearance.

NOMINATOR: Chris Grossenbacher (HDR/ICA)

Nomination: Last night our Permits Inspector was inspecting a permitted lane closure for a contaminated soil removal permit in the construction zone on the mainline Turnpike in Osceola County. Mr. Kyle Bianchi was alerted by a call from the TMC to take cover as a wrong way driver was headed their way! Kyle was able to alert the permit workers and all were able to leave the work zone for safety. Shortly thereafter the driver entered the MOT and was stopped. Thankfully no one was injured. It darkens my mind to think how badly this could have been for the workers on the road and their families had we not been notified by your staff last night. It is the strong professional connections and reliable communication between the Turnpike TMC and HDR|ICA that aided in everyone going home safe. I am confident in the ability of the TMC to have our backs out there and I put that ability up for all to measure against. Cheers to Jackie and Leo! Cheers to the Turnpike TMC! Cheers to further strengthening our communication!

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH



Traffic Incident Management Safety Alert

July 2017

Tire Blowout Do's and Don'ts

In the event of a tire blowout:

- **Do:** Gradually release the accelerator - **Don't:** Slam on the brake nor abruptly pull your foot from the accelerator
- **Do:** Correct the steering as necessary to stabilize your vehicle and regain control - **Don't:** Oversteer
- **Do:** Pull off the road when safe - **Don't:** Stop in the lane

Don't Lose Control





Traffic Incident Management Safety Alert

August 2017

UV Radiation Protection

- Cover all exposed areas – wear a hat and long sleeves
- Use a Sunscreen of at least SPF-15 on all exposed body parts
- Wear sunglasses (your eyes are 6-times more sensitive than your skin)
- Don't be fooled – You are exposed to UV radiation even on cloudy days
- Limit your exposure - UV rays are the strongest between 10:00am and 3:00pm



IM Teamwork Recognized



FLORIDA'S TURNPIKE ENTERPRISE Team Achievement Award

Presented to:

Caitlin West Ashley Perez
Vito Bonacchi Sammy Arce
William Greene

TMC/Road Ranger Team

On Thursday, August 3, 2017, TMC team members Samuel Arce, Vito Bonacchi, Ashley Perez, and Caitlin West were alerted by Road Ranger Wm. Greene to a possible suspicious vehicle driving northbound from the area south of the Fort Drum Service Plaza. The combined efforts of the team led to locating the vehicle on camera and notifying FHP while providing video to the FHP dispatch center. They followed the vehicle as it parked hazardously partially on a curb in the Fort Drum Service Plaza and observed the driver mixing drinks and drinking directly from a large wine bottle. The staff kept in constant communication with FHP dispatch and also advised of their observation of a small child in the back seat. When the driver abruptly left Fort Drum, they once again followed on camera and communicated to FHP until the vehicle reached milepost 187 where FHP stopped the vehicle and the driver parked in the middle of the roadway and was quickly detained.

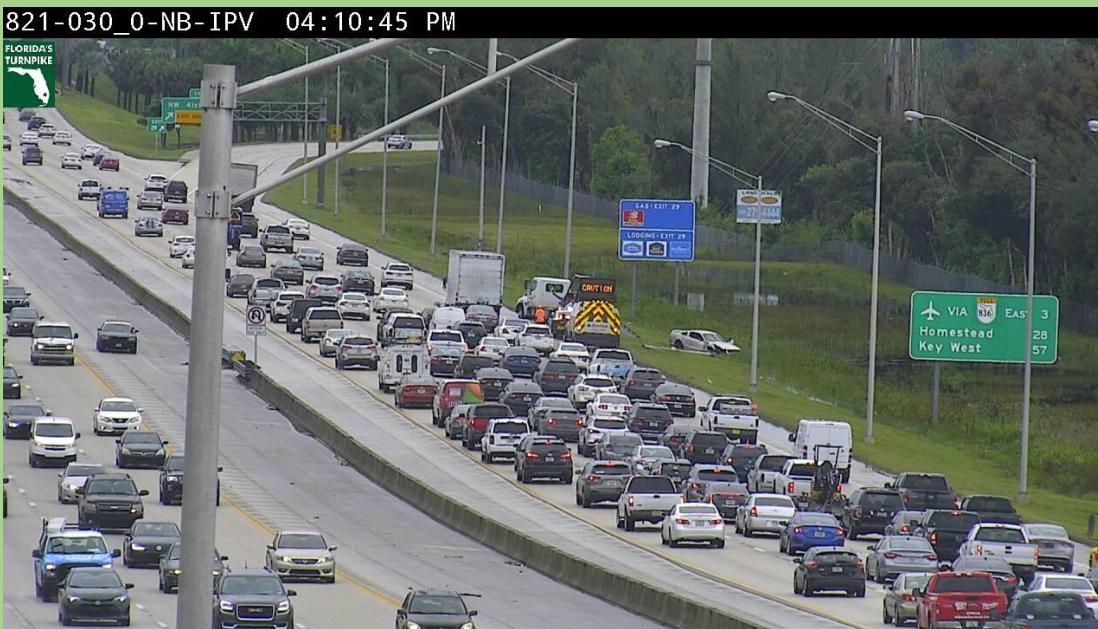
The combined efforts of William, Sammy, Ashley, Vito, and Caitlin resulted in a dangerous driver being removed from the roadway and ensured the safe removal of a two-year old child from a very hazardous situation.

2017

John Easterling
Traffic Operations Engineer

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

IM Teamwork



An Excalibur tow operator is observed on August 25th by the TMC using a CCTV pulling an auto out of a pond while he is protected by Romeo 2's message board and cones

Incident Management Operations for Hurricane Irma

On Tuesday, September 5th, preparations began in earnest by the Turnpike's Emergency Management Team in anticipation of powerful Hurricane Irma. While the exact path the hurricane would take was uncertain, there was little doubt that the state of Florida and its Turnpike which transverses much of the state would be greatly affected by the storm.

The first step in the preparation was the Turnpike-wide Emergency Management teleconference to jointly discuss the initial steps of the process. Participating in the planning process and the teleconference call were John Easterling, Eric Gordin, Mike Washburn, Karla Smith and Jim Hilbert.

A list of first steps was developed for the Incident Management team for its part in the operation:

- The STARR program's Hurricane Evacuation plan would be activated for Sectors 1 and 2b (Miami-Dade and Broward Counties) at 5:00 AM on September 6th



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Hurricane Irma Operations (continued)

- All RISC vendors were contacted informing them of the need for a quick activation should a RISC-type incident occur in South Florida
- Extra Road Ranger supervisory coverage implemented on the HEFT
- The TMC displayed a Toll Suspension message on all DMS, TDMS and ADMS signs at 5:00 PM on September 5th. The TMC also began disseminating a Turnpike Status report email on an every-two-hour schedule and placed a toll suspension messages on all HAR transmitters at the same time.



On September 6th, STARR vendors Excalibur and SIRT began patrolling their respective zones at 5:00 AM. At noon, all STARR vendors were activated, patrolling the Turnpike from MP 0 to MP 308. The extra wreckers patrolled the Turnpike until 10:00 PM. In addition, the TMC continued to send out the Turnpike Status emails (sample below) every two hours, adding FDOT Secretary Mike Drew and Assistant FDOT Secretary Courtney Drummond to the distribution list. (A total of 93 emails were eventually sent)

The Wrecker Support Component of the Hurricane Evacuation Plan

From: Turnpike Traffic 1
Sent: Wednesday, September 06, 2017 11:07 PM
To: TPKEmergency <TPKEmergency@dot.state.fl.us>
Cc: Reyes, Roger; Brown, Earl; Blom, Kevin; Blackmon, Chris; Dew, Mike; Drummond, Courtney
Subject: Turnpike Traffic Summary 11:00 pm

- Weather Conditions:
 - Miami-Dade/Broward – Cloudy
 - Osceola/Orange – Cloudy
 - Tampa - Cloudy
 - Palm Beach/Treasure Coast – Cloudy
 - Sumter – Cloudy
- Toll status: Tolls have been suspended statewide per Governor's order.
- Traffic Status:
 - There is congestion northbound from MP 302 to MP 308 Sumter County.
 - There is congestion northbound from MP 236 to MP 251 in Osceola/Orange Counties.
 - There is congestion northbound from MP 107 to MP 143 in Martin County.
- Service Plaza/Station Status: Volume is very heavy leading into and in West Palm and Fort Pierce plazas parking lots. All plazas open with all services. There is a vehicle-only fuel restriction at the Snapper Creek, Pompano, Lake Worth and Fort Pierce Service Plazas.
- Damage Reports/Power Outages: FPL power outage affecting ITS devices in the area of Lake Worth Road. No other damage or power outages reported.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Hurricane Irma Operations (continued)

On September 7th, the overnight TMC staff members monitored and the Road Rangers constantly patrolled the Turnpike, ensuring that little would impede the constant heavy flow of traffic leaving South Florida. At 6 AM, the TMC staff began their “Alpha-Bravo” coverage, each member working 12-hour shifts.

A generic second-phase message was added to the tolls suspended message on all northbound DMS signs alerting drivers to the ongoing northbound congestion due to the evacuations in place in South Florida.

**EVACUATION DELAYS
HEAVY CONGESTION
PREPARE TO STOP**



Also at 6 AM, the Hurricane Evacuation Plan wreckers hit the road again. To expedite the clearing of a lane, whenever a TMC operator observed a lane-closing event, a call was made to the dispatch office of the vendor responsible for the zone, requesting an immediate dispatch of a patrolling wrecker.

Throughout the day on September 7th, the Incident Management team monitored and patrolled areas of heavy congestion in Palm Beach, Martin, Osceola, Orange, Lake and Sumter Counties. CCTV cameras were utilized to monitor and report on the large volume of vehicles attempting to enter and then travel through Turnpike Service Plazas on the northbound side of each plaza.

Friday morning, September 8th, IM Team members were greeted with the news that Hurricane Irma had taken a slight turn to the West and was headed on a course to take it directly up the spine of the Florida peninsula. Final preparations were made to begin the process of closing the Pompano TMC, ensuring that all ITS devices were working properly and Turkey Lake TMC staff prepared to take over all TMC functions for the Turnpike system. STARR wrecker trucks were deployed again, patrolling the Turnpike to quickly clear incidents and disabled vehicle. As the day progressed, the traffic “bubble” slowly moved up the Turnpike. While traffic moved very slowly in places due to volume congestion, it nevertheless continued to move northerly until motorists reached their destination in Central Florida or continued up to I-75. Very heavy volume was also seen going into and around most of the service plazas on the northbound side. The TMC displayed two-phased informational signs to make motorists aware of this problem.

**PLAZA DELAYS AHEAD
THRU TRAFFIC
KEEP RIGHT**

**PLAZA DELAYS AHEAD
USE SERVICE PLAZA
36 MILES AHEAD**

Saturday morning, September 9th broke with Hurricane Irma off the coast of Cuba headed to the west coast of Florida. All Turnpike offices were closed, including the Pompano TMC. The decision had been made that the Turkey Lake TMC would remain open throughout the storm due to its location. The heavy congestion seen the past two days was gone. Service plazas were closing from south to north, but the Turkey Lake TMC continued to keep watch. STARR wreckers and Road Rangers continued to patrol the Turnpike until conditions warranted that they leave.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Hurricane Irma Operations (continued)

Starting at 6 PM on Saturday, the Turkey Lake TMC Hurricane Irma Task Force took control of the situation. As all other Turnpike offices and facilities closed in pace with the oncoming storm, six members of the Incident Management team started their 48-hour shift observing and reporting on Turnpike conditions.

Turkey Lake TMC Hurricane Irma Task Force Members

- | | | |
|-----------------|-----------------|-------------------|
| • Kelly Kinney | • David Wronski | • Michele Asselin |
| • Vito Bonacchi | • Eric Compton | • Anibal Santiago |

The TMC adjusted signage as plazas closed, sent out bi-hourly updates, and reported all hazardous conditions to the EOC. Turnpike first responders, Road Rangers and STARR wrecker drivers were closely monitored by the TMC until they were pulled from service due to the high winds.

By the time the storm had finished passing through Central Florida, the TMC had fielded more than 50 phone calls which were damage or flooding related and notified appropriate parties for response as weather conditions warranted.



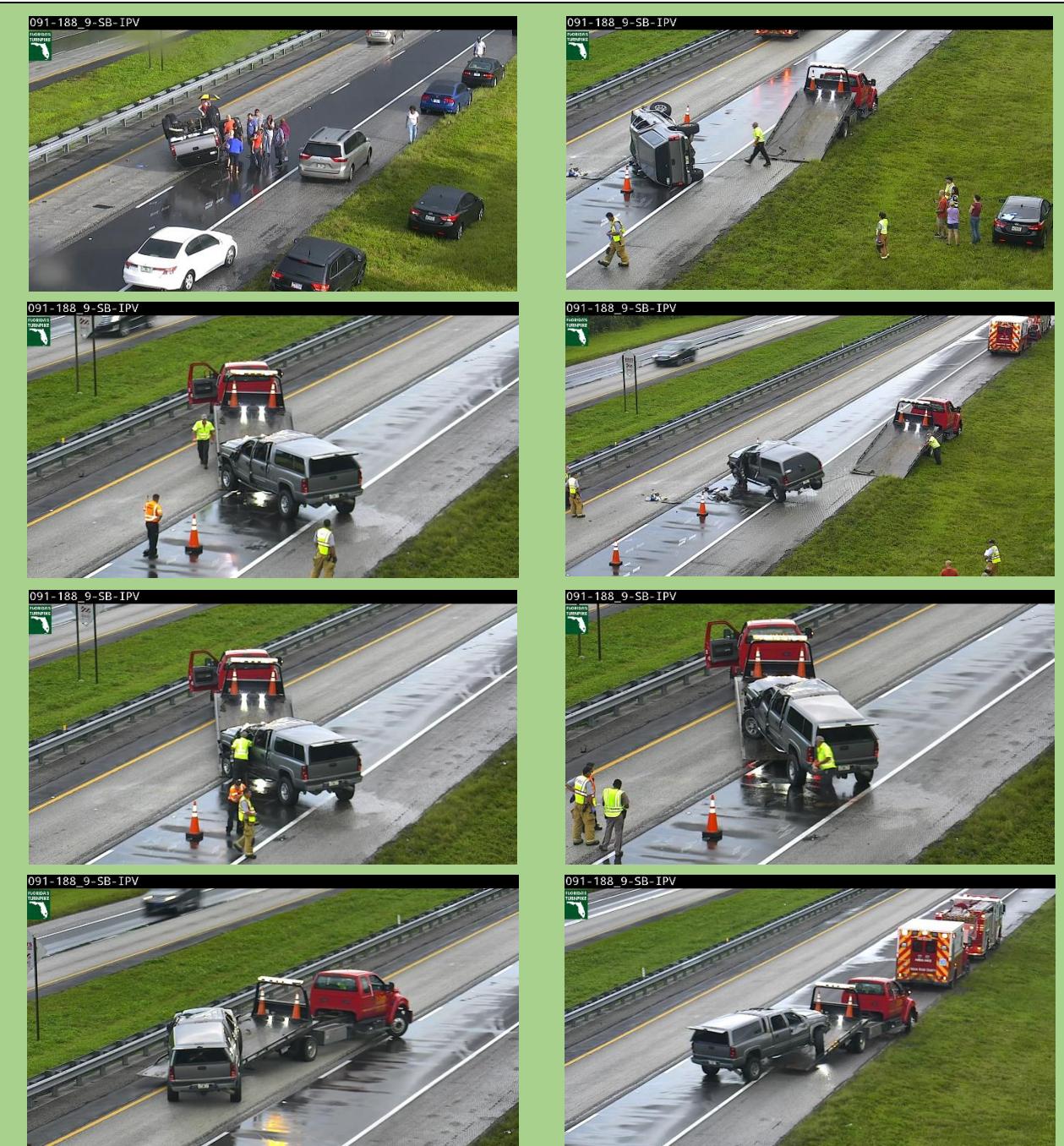
The staff worked tirelessly to keep Turnpike management and the EOC up to date of all conditions on the system as crews began to clear the roadway and re-open the traffic flow.

Hurricane Irma Stats

Dates:	<ul style="list-style-type: none">• Pre-Storm: 9/4 – 9/10. Post-Storm: 9/11 – 9/17
First Responder Vehicles:	<ul style="list-style-type: none">• Pre-Storm: Approximately 40 STARR wreckers and 6 STARR Support Vehicles / 10 Road Ranger wreckers and 5 IRT/Pick Up Trucks• Post-Storm: Approximately 25 STARR wreckers and 4 STARR Support Vehicles / 10 Road Ranger wreckers and 5 IRT/Pick Up Trucks
STARR Support (non-dispatched assists):	<ul style="list-style-type: none">• Pre-Storm: 625 Assists. Post-Storm: 240 Assists (Majority of calls were mechanical/tow calls with some gas and tire events)
STARR FHP Dispatched Calls	<ul style="list-style-type: none">• Pre-Storm: 292 Assists. Post-Storm: 189 Assists (Normally 150 assists per week)
Road Ranger Assists	<ul style="list-style-type: none">• Pre-Storm: 1,744 Events with 2,376 Assist Activities• Post-Storm: 1,863 Events with 2,348 Assist Activities (Normally 2,100 events per week)

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

A One-Man Quick Clearance Team



Tri-County STARR operator Ralph Davino is seen in these photos single-handedly clearing the lanes after a one-vehicle rollover crash in Indian River County on October 7th

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

A New Member Joins the Turnpike Incident Management Team

On October 23rd, Larry Saxon joined the IM team as the new Incident Management Specialist. Larry came to the Turnpike after serving five years on the FDOT District 4 SIRV team in Palm Beach County where he practiced all aspects of incident management and quick scene clearance. Prior to serving on SIRV, Larry was the Tow Contract Administrator for the City of Coral Springs Florida.

Once Larry has his feet on the ground, he will assume the IM Specialist duties for the northern half of the IM team's coverage, watching over the IM vendors from Fort Pierce north, as well as those in the Tampa area.

Construction Career Days

For the twelfth consecutive year, the Florida's Turnpike Traffic Operations team participated in the annual South Florida Construction Career Days. The Bergeron Rodeo Grounds in Davie, FL again served as the host location for the event that was held on October 24th and 25th.



Nearly 2,300 high school students from the South Florida area attended the event, with over 625 of the participants visiting the Turnpike's Traffic Management Center Operations / ITS Lab. At the Turnpike's TMC/ITS learning lab, the students could learn about and utilize ITS systems and hardware, including field devices such as DMS controllers.



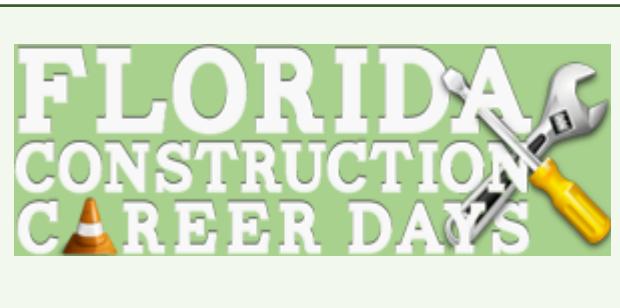
Wrong-way detection hardware and operations were also included in the booth set-up. Wrong-way LED lighted signs were demonstrated along with the ability of sensors and cameras to detect a wrong-way activity and send an alert to a TMC workstation. The students were encouraged to ask questions and converse with the lab crew, discussing career paths and interests. The goals of driver safety and emergency responder safety was highlighted during brief presentations to each group of about 25 students that would visit the lab at 15-minute intervals. Many of the questions asked focused on how to become a traffic engineer.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Construction Career Days (cont.)

The Traffic Operations Lab Members were:

- ✓ Greg Cacioppo
- ✓ Freddy Domond
- ✓ Jim Hilbert
- ✓ Ed Hernandez
- ✓ Carlos Bojorge
- ✓ Tony Abid
- ✓ Jermaine Da Silva



✓ John Easterling

- ✓ Junias Aldajuste
- ✓ Derek Quallo
- ✓ Ralph Etienne
- ✓ Mike Washburn
- ✓ Alex Brum
- ✓ Larry Saxon
- ✓ Ava Quinney

Construction Career Days is a nationally recognized event and continues to target high school and technical school students to help them discover the world of roadway construction and operations.

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <h3 style="color: #008000; margin: 0;">Traffic Incident Management Safety Alert</h3> <p style="color: #008000; margin: 0;">September 2017</p> </div> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p> Drowsy Driving </p> <ul style="list-style-type: none"> Drowsy Driving is Dangerous Driving Sleepiness <u>slows reaction time, decreases awareness, impairs judgment</u> and <u>increases your risk</u> of crashing Drowsy driving is estimated to contribute to as many as 1.2 million collisions and potentially up to 8,000 fatalities per year <p style="text-align: center;">Take a Break. Drive Awake</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <h3 style="color: #008000; margin: 0;">Traffic Incident Management Safety Alert</h3> <p style="color: #008000; margin: 0;">October 2017</p> </div> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p> Eye Protection </p> <ul style="list-style-type: none"> Always wear approved eye-protection items <ul style="list-style-type: none"> Streetwear glasses do not provide sufficient protection Any type of foreign particle can cause damage or blindness <ul style="list-style-type: none"> Never rub or try to remove objects embedded in the eye Seek professional care for any eye injury <p style="text-align: center;">Blindness is Permanent</p> </div>
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Traffic Incident Management Enhancement Task Force

From November 5th through the 7th, Jim Hilbert attended the Annual TIME (Traffic Incident Management Enhancement) Conference in Cordele, GA. Throughout the conference, it was readily apparent how Traffic Incident Management can operate when it has the approval and acceptance of every organization's leadership and "buy-in" from all those involved. Present at the meeting were representatives from GDOT, Georgia State Police, local LEO and Fire as well as the towing industry. Everyone works as equal partners and are in step to "clear the roadway".



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Ten Plus Year Club

One benefit of job longevity is consistency. A second benefit is the large knowledge base that one develops over the years. The Turnpike Incident Management team is fortunate to have twelve of these tenured individuals, with a total of 160 years of service to Turnpike customers:



**Mike Washburn
20 Years**



**John Sparks (Ret.)
18 Years**



**Vito Bonacchi
14 Years**



**Eric Gordin
14 Years**



**Kelly Kinney
14 Years**



**Michael Gustafson
14 Years**



**John Easterling
13 Years**



**Karla Smith
11 Years**



**Sammy Arce
11 Years**



**David Wronski
11 Years**



**Jackie Compton
10 Years**



**Jim Hilbert
10 Years**

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

ITS Florida Award

Florida's Turnpike ITS was honored in November by being named the 2017 ITS Florida Member of the Year for its statewide innovative development of technology to support safety and traffic management solutions. Three specific efforts were highlighted for consideration of this award:

- Performance Based ITS Maintenance Contracting
- Implementation of Wrong Way Detection Technology along TOLL 417 in Central Florida
- Construction of the Veterans Express Lanes in the Tampa area

Each project has its own merits, but combined these efforts are propelling FTE to the new levels of innovation in contracting, implementing congestion mitigation and traffic demand management strategies, as well as efforts to prevent the most tragic crashes, as frequent result of wrong way driving.





Traffic Incident Management Safety Alert

November 2017

Opioid Epidemic: "Gray Death"

- "Gray Death" is a combination of Heroin, Fentanyl, Carfentanyl & Synthetic Opioid U-47700
- Users inject, swallow, smoke or snort
- A small amount is deadly
- 10,000x more potent than Morphine & 100x more potent than Fentanyl
- Linked to deaths in Georgia, Alabama and Ohio, DEA warns that "Gray Death" will move down to Florida
- First Responders at risk for exposure at incidents & in vehicles by touch and inhaling
- Do not touch suspected white powder in vehicles
- Seek immediate medical attention

Video: <https://www.youtube.com/watch?v=8MLsrleGLSw>



Traffic Incident Management Safety Alert

December 2017

Watch Your Back – Motor Vehicle Safety

- Plan ahead and avoid backing whenever possible
- If you must backup:
 - ✓ Make sure the path your vehicle will take is clear
 - ✓ Keep your windows clean
 - ✓ Check your path repeatedly
 - ✓ Honk the horn
 - ✓ Use your mirrors



National Traffic Incident Response Week

FDOT and Florida's Turnpike was again part of the National Working Group working to promote the 2017 National Traffic Incident Response Week, Nov. 13th through Nov. 19th. The program's second year centered on DMS signage messaging, social media, webinars and a national press release, with outreach efforts such as media events, ride-along trips, demos, etc. The Turnpike coordinated DMS Messaging, State Farm Safety Patrol Road Ranger twitter posts and

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

National Traffic Incident Response Week (cont.)

Turnpike's Service Plaza Information Displays and gas pump video displays.



On November 16th, a Traffic Safety Event was held at the Pompano Beach Service Plaza, with representatives from the Florida Highway Patrol, Tamarac Fire Department, State Farm Road Rangers and Turnpike Towing Partners with their vehicles on display to discuss Florida's Move Over Law. An information booth was also set up inside the plaza building, hosted by Turnpike TMC ATIS Gregory Cacioppo who explained to the plaza guests the TMC's public service announcements on DMS signs and handed out informational brochures. The four-hour event was a success, in that it helped spread the word on the importance of moving over and giving First Responders a chance.



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

National Traffic Incident Response Week (cont.)

First Responder Vehicles On Display During the Traffic Safety Event



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Homestead Raceway Coordinated Efforts

The NASCAR Championship Weekend was again held at the Homestead-Miami Speedway from November 17th through the 19th. With the Homestead Extension of the Florida's Turnpike serving as the main route to the race track, the Turnpike TMC formulated advanced messaging and coordinated real-time with on-site track personnel. Turnpike Roadway Maintenance Traffic Services Specialist Will Valladares and TMC ATIS Richard Serrano were stationed at the speedway's control and command center working with remote access to the TMC and CCTV of access points from the Homestead Extension.



The TMC coordinated with the Homestead-Miami Speedway in operation of Remote-Programmable Portable Changeable Message Signs approaching Exit 6 Speedway Blvd. The main events included the Ford 200 truck race on Friday, the Ford 300 Nationwide Championship on Saturday, culminating with the Ford 400 on Sunday. The Turnpike TMC was well prepared with enhanced staffing and pre-event message running all weekend and extra Road Rangers scheduled to assist.

Aspects of the Incident Management Overall Coordination Plan included:

TMC Pre-Messaging Plan: Starting on Monday, November 13th at 12 pm

Dynamic Message Signs @ MP 7 NB, 9 NB, 13 NB, 11 SB, 21 SB

**NOV 17 – 19
RACE TRAFFIC
EXPECT DELAYS**

Road Rangers Extended Hours/Coverage:

Saturday, November 18th and Sunday, Nov 20th: Romeo 1 and 2 patrolled MP 0-13 continuously
Sunday, November 20th: Romeo 1 extended to midnight and Romeo 100 patrolled 8:30 am to 10:30 pm

RISC/STARR:

RISC and STARR vendors notified and prepped for expedited weekend response

Interagency Coordination:

Coordinated with MDX for traffic incidents impacting SR 836 and District 6 for northbound US1
Coordinate accordingly with District 6 who may support NB incidents on DMS on US 1 in Florida City south of the Turnpike MP 0

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Homestead Raceway Coordinated Efforts (cont.)

RACE TRAFFIC
TODAY
EXPECT DELAYS

CONGESTION
NEXT 5 MILES
PREPARE TO STOP

CONGESTION
AHEAD

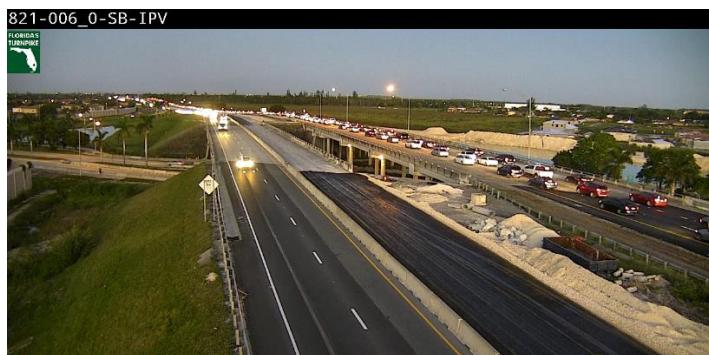
PREPARE
TO
STOP

Advisory DMS messages were displayed on both Saturday and Sunday of Race Weekend

Two-phased programmable DMS signs displayed traffic information

Extra attention was paid both before and after events on portions of the HEFT under construction for widening projects. These areas were:

- HEFT Campbell Drive Interchange Improvement / MP 2.34 to MP 4.21
- HEFT Widening / MP 5 to MP 11.8
- HEFT Widening MP 14.5 to MP 19.4



Heavy, northbound congestion started immediately following the race's end and continued into the evening. While the traffic, including tractor trailers carrying the race cars moved slowly, there were no major incidents or road closures

Also of note for the weekend were University of Miami and Miami Dolphins football games which drew large crowds to Hard Rock Stadium.

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Homestead Raceway Coordinated Efforts (cont.)

John Easterling's Commendation on a Job Well Done

Thanks to all involved this past weekend with the Homestead Speedway effort and monitoring the events at Hard Rock Stadium! The TMC's focus on quick clearance of events, and messaging for congestion points helped with all the extra traffic using the Turnpike this weekend. Thanks to those who assisted with the major rollover crash on Saturday morning to get it cleared as quickly as practical! FHP Captain Reyes saw that the weekend plans as implemented were a success!

Holiday Safety Measures Outreach Program

Florida's Turnpike's continuing crash analysis of the past three years of holiday (Thanksgiving through New Year's) periods revealed "typical" trends of negligent driving, rear-end and angle impacts. Non-typical trends revealed most of Thanksgiving holiday period crashes included distracted driving. To counter-act this, Florida's Turnpike implemented a holiday safety campaign targeted on 3 specific outreach areas, as follows:

- **Move Over, Slow Down for Responders:** weeks of...
 - 11/13 - 11/19; 12/4 – 12/10 and 1/10 – 1/16
- **Distracted Driving Campaign:** weeks of...
 - 11/20 - 11/26; 12/11 – 12/17 and 1/2 - 1/09
- **Impaired Driving Campaign:** weeks of...
 - 11/27 - 12/03; 12/18 - 12/24 and 12/25 – 1/01

For each Campaign, a three-prong outreach effort was made as follows:

- **DMS & Service Plaza Campaigns**
- **Social Media**
 - FDOT Secretary and FDOT PIO tweets/retweets
 - FL-511/FLATIS Twitter and social media outreach
- **SunPass Marketing Group**

Each outreach platform focused on the same weekly primary campaign with consistent slogan and message content.



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Service Plaza Information Displays

Except for Snapper Creek, there are active information displays in all Turnpike Service Plazas. Included in these displays are live streaming video from the www.TPKTRAFFIC.com web site, a weather radar map, and informational Power Point presentations provided by Traffic Operations.



Turnpike Incident Management Team (TIM) Meetings

Eight TIM meetings, with 192 attendees, were held at the Pompano and Turkey Lake campuses.



Florida's Turnpike Enterprise
Turnpike Incident Management
May 23, 2017

Working Together for Improved Safety, Clearance and Communications

FLORIDA'S TURNPIKE
T.I.M.
MOVE OVER



The topics discussed in these meetings included Express Lanes operation, Responder of the Quarter Awards, TIM Performance Measures, post-incident debriefings, FDOT RISC and Road Ranger Annual Reports, developing common TIM goals, weather and wild fire preparedness, along with a general sharing of ideas and experiences.

Beachline Expressway/Toll 528

- From I-4 to TPK (MP 0 to 4)
 - 4 to 8 lanes
 - Construction Complete: Summer 2018
 - Express Lanes Open: Fall 2018
- From TPK to Sand Lake Rd (MP 4 to 8.4)
 - 6 to 8 lanes
 - Construction Complete: January 2018
 - Express Lanes Open: Fall 2018

FDOT Florida Department of TRANSPORTATION
VETERANS EXPRESS LANES

FLORIDA'S TURNPIKE

TMC ATIS Leader Jackie Compton; TMC Operator Leo Santos

FLORIDA'S TURNPIKE INCIDENT MANAGEMENT PROGRAM RESPONDER OF THE QUARTER AWARD MAY 2017

NOMINEE: Jackie Compton/Leo Santos NOMINATOR: Chris Grossenbacher (ICA)

Last night our Permits Inspector was inspecting a permitted lane closure for a contaminated soil removal permit in the construction zone on the mainline Turnpike in Osceola County. While performing his inspection, he saw a driver approaching him in the opposite direction. The driver was headed their way. Kyle was able to alert the Permits Inspector and all were able to leave the work zone for safety. Shortly thereafter the driver entered the MOT and was stopped. Thankfully no one was injured. It darkens my mind to think how badly this could have been for the workers on the road and their family's had we not been notified by your staff last night. It is truly commendable what you do for the Turnpike. Thank you for all between the Turnpike TMC and HDR (ICA) that aided in everyone going home safe. I am confident in the ability of the TMC to have our backs out there and I put that ability up for all to measure again. Cheers to Jackie and Leo! Cheers to the Turnpike TMC! Cheers to further strengthening our communication!

Eric A. Gordis, P.E.
Asst. Traffic Operations Engineer



Florida's Turnpike Enterprise
Turnpike Incident Management
Aug. 22, 2017

Working Together for Improved Safety, Clearance and Communications

FLORIDA'S TURNPIKE
T.I.M.
MOVE OVER



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Turnpike Incident Management Team (TIM) Meetings (cont.)

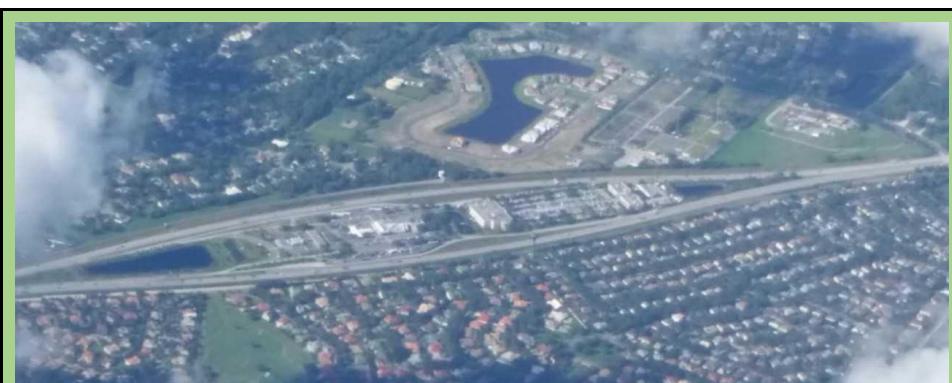


Presentations are an integral part of Turnpike TIM meetings

Exhibiting a TIM Team effort, Turnpike Incident Management staff attended 44 TIM meetings held throughout 2017 by our TIM partners:

- Broward County
- Pinellas County
- Polk County
- Orange County (D5)
- Hillsborough
- Treasure Coast
- Lake/Sumter Counties
- Monroe County
- District 5 Annual Regional TIM
- Combined District 4 & 6 and Turnpike Regional TIM Meeting
- Treasure Coast Smoke/Fog Task Force

Turnpike presentations at these meetings included reports on Express Lanes Operation, Annual Roadway Clearance Duration, Road Ranger, STARR and RISC performance statistics and the Turnpike Wrong-Way Driving Countermeasures Pilot program.



The Turkey Lake HQ Campus from 10,000 feet up

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Okeechobee Music Festival Prep Meeting

In anticipation of the Okeechobee Music Festival, scheduled to occur in March 2018, a preparation meeting was held on November 30th. Chaired by Dalita Singh from the Turnpike Traffic Engineering group, the meeting was attended by members of all facets of the Traffic Operations team. The following ideas were exchanged with a goal of preventing the lengthy Turnpike delays caused by concert-goers exiting the Turnpike at Yeehaw Junction, Mile Post 193:

- Turnpike will reach out in advance of the event to FDOT Districts 1 and 4 as well as the festival's promoters to develop a transportation plan for concert-goers
- Turnpike will suggest to the promoters that in their information packets that they advise that northbound Turnpike traffic exit at Fort Pierce and use county roads to the event
- Coordinate with FHP Troop K Major Blom to ensure adequate trooper coverage in the area and to coordinate with local Sheriff's offices on the operation of the traffic signal at the intersection of SR60 and US 441

The 2018 Incident Management report will report on the festival and its traffic-related activities.

Orange County Fire/Rescue Engine 53

The crew of Orange County Fire/Rescue Engine 53, a 2016 Responder of the Quarter award winner for their quick clearance actions, was at it again on December 3rd. They came upon a disabled vehicle blocking lane on eastbound TOLL 528 at Mile Post 5. As the first snapshot below shows, the disabled vehicle was in a dangerous position on a curve. Instead of waiting for a tow vehicle, the crew hooked up a tow strap between their engine and the disabled vehicle and pulled it out of the lane and onto the right shoulder. The action of Engine 53's crew quickly reopened a lane on a heavily-congested roadway and helped prevent a secondary crash behind the disabled. Good Work Crew.



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Veterans Expressway (TOLL 589) Express Lanes

The Florida's Turnpike first Express Lanes corridor began operations on the Veterans Expressway just after midnight on December 9, 2017. Construction barrels and barricades were removed and roadway signs unwrapped, opening the Veterans Expressway first segment of Express Lanes northbound and southbound between Memorial Highway (MP 2) and Gunn Highway (MP 9) to live traffic. The Traffic Management Center (TMC) supported the opening with electronic DMS postings and testing of messages, and dedicated Road Rangers began patrolling the corridor. The TMC, with dedicated Express Lane Operators, began active monitoring and management of the express lanes, providing regular status alerts and reports. Though the start of dynamic pricing of the managed lanes will be timed with the opening of the expressway's second express lane segment, the TMC and other Incident Management resources have begun learning from the active management experience of these premium choice lanes that will be applied to all future Turnpike System express lane corridors.



May 8th



Aug 9th



Dec 4th



Dec 9th



Dec 11th

TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Incident Management Vehicle Inspections

Throughout 2017, Ralph Etienne and Larry Saxon conducted vehicle and operator inspections at Incident Management contractors, with a total of 401 vehicles inspected. Vehicle condition, equipment status and operator safety apparel were reviewed in each inspection. Road Ranger vehicles were inspected monthly; STARR and RISC vehicles underwent inspections twice a year. Each IM vendor is responsible for the maintenance of all the equipment on their vehicles, and these inspections ensure that they are properly equipped. A specific inspection form is used as per the vehicle type being reviewed. (See Attachment ‘A’, page 53). During the inspections, the most prevalent problem found was a lack of oil dry absorbent, highway flares and cold patch.



TRAFFIC INCIDENT MANAGEMENT INITIATIVES/OUTREACH

Attachment A: IM Vehicle Inspection Sheet



Incident Management Vehicle Quality Assurance Inspection Sheet



Vehicle Unit: _____
License Plate #: _____

Date of Inspection: _____
Time Of Inspection: _____

- Roof mounted light bar (yellow), front/rear controllable
- FDOT approved arrow board or DMS
- Rubber faced push bumper
- Spot Light, 360 rotating
- Front and rear mounted power outlets
- Heavy duty battery, 750 CCA min
- Rear work lights
- Suitable cab lighting
- Operating 2-way radio
- Operating AVL
- 100 watt min PA system
- Decals:
 - Black "State of Florida DOT" rear /readable
 - Green "Florida's Turnpike" rear quarter panels / readable
 - Yellow "SunGuide" rear quarter panels / readable
- Vehicle presentable
- Trailer hitch with combination ball / pintle hook
- Air compressor for tire inflation, impact wrench
- 10 gal. diesel fuel in labeled and approved safety cans
- 10 gal. unleaded fuel in labeled and approved safety cans
- 10 gal. water (for radiators, etc.)
- (2 ea.) 5 gallon absorbent material (or 2 bags)
- 5 gal. trash can
- Debris collection container (32 gal. min.)
- (2 ea.) 4" x 6" x 16" wood blocks
- (2 ea.) 48" advance warning signs with stands
- (16 ea.) 36" FDOT approved reflectorized traffic cones
- 3 ton hydraulic floor jack
- Four-way lug wrenches (metric and standard)
- (2 ea.) 10 lb ABC fire extinguishers
- Square-end shovel, D-handle spade
- Round-end shovel, long handle
- Street broom, 24" min
- 3 qts. SAE 30 motor oil
- Plug n Dike putty
- Assorted bungees

- Trash bags, heavy duty contractor grade, 30 gal.
- Clean shop rags, paper towels or equivalent
- Emergency lug nut removal set
- Hub cap tool
- Hub cap and wheel lock removal kit
- Air or electric impact wrench with metric and std sockets
- 36" pry bar
- Bolt cutters, 24" or larger

Tool box stocked with:

- | | |
|--|---|
| <input type="checkbox"/> Needle nose pliers | Screwdrivers: |
| <input type="checkbox"/> Adjustable rib joint pliers, 2" min | <input type="checkbox"/> standard 1/8 |
| <input type="checkbox"/> Adjustable wrenches (8" and 12") | <input type="checkbox"/> standard 3/16 |
| <input type="checkbox"/> 5 lb. hammer | <input type="checkbox"/> standard 1/4 |
| <input type="checkbox"/> Rubber mallet | <input type="checkbox"/> standard 5/16 |
| <input type="checkbox"/> Electrical tape (20 yds) | <input type="checkbox"/> Phillips head #1 |
| <input type="checkbox"/> Duct tape (20 yds) | <input type="checkbox"/> Phillips head #2 |
| <input type="checkbox"/> Wire cutting pliers | <input type="checkbox"/> Star Drive Head |
| <input type="checkbox"/> Complete set of open end wrenches (metric and standard) | |
| <input type="checkbox"/> Box end wrenches (both metric and standard) | |
| <input type="checkbox"/> Tire pressure gauge | |
| <input type="checkbox"/> Mechanic's wire (25' roll) | |
| <input type="checkbox"/> 1/2" rope, 50' | |
| <input type="checkbox"/> Tow chain, 3/8" Grade 8 | |
| <input type="checkbox"/> Tow Straps rating 10,000 pounds minimum | |
| <input type="checkbox"/> (36 ea.) Highway wet flares (30 minute burn) | |
| <input type="checkbox"/> (2 ea.) Multi purpose flexible spout funnels | |
| <input type="checkbox"/> Hoses and fittings to tire valve stems | |
| <input type="checkbox"/> Booster cables, 2 GA., 25', power outlet adapter | |
| <input type="checkbox"/> First aid kit, First Responder, fully stocked | |
| <input type="checkbox"/> Flashlight/traffic wand, heavy duty, with spare batteries | |
| <input type="checkbox"/> Digital camera | |
| <input type="checkbox"/> Binoculars | |
| <input type="checkbox"/> Current local telephone book with yellow pages | |
| <input type="checkbox"/> USDOT Emergency Response Guidebook | |
| <input type="checkbox"/> One case of bottled drinking water (12 ea, 16 oz.) | |
| <input type="checkbox"/> Mobile Phone | |
| <input type="checkbox"/> Safety Vest | |
| <input type="checkbox"/> ID Card | |
| <input type="checkbox"/> Operator Well Groomed | |

Inspected by: _____

Vehicle Operator: _____

Signature: _____

Signature: _____

RAPID

INCIDENT

SCENE

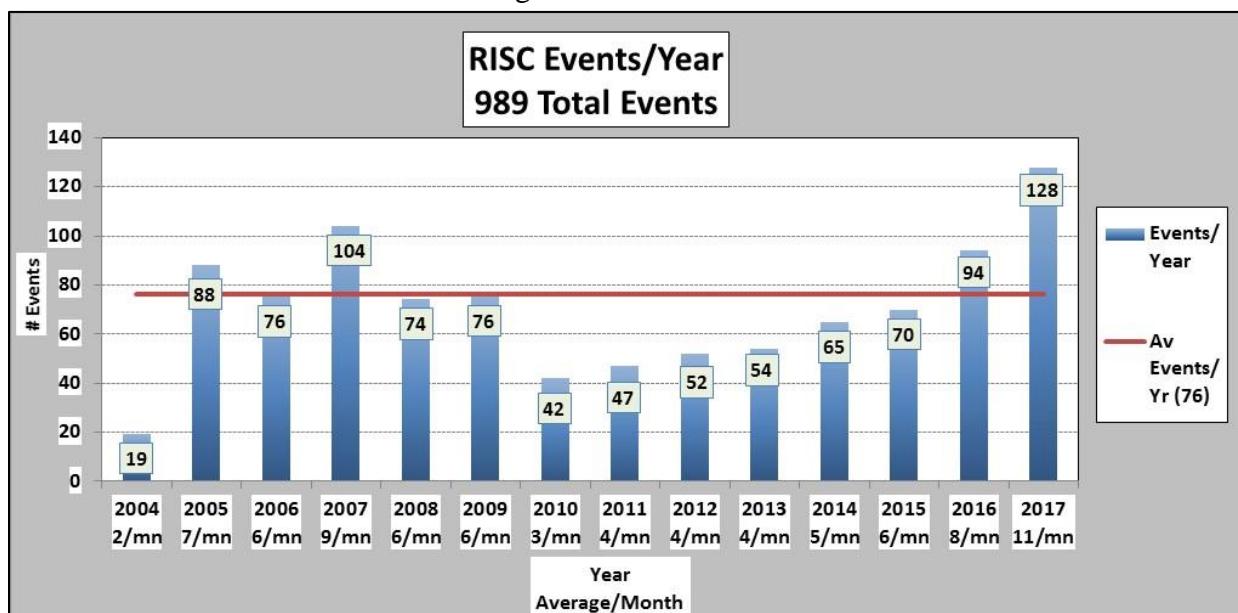
CLEARANCE

RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Program Details

The RISC heavy-duty towing and recovery program, a major component of the Traffic Incident Management Enhancement program, was first developed and implemented in 2004 to reduce the impact of major traffic incidents on the Turnpike and to help meet Florida's Open Roads Policy goal of 90 minute or less roadway clearance. Now a state-wide incentive-based program, participating tow companies receive monetary bonuses for meeting quick clearance goals.

To participate in the program, towing and recovery companies must meet equipment and training standards developed to ensure safe and efficient clearance of major incidents. Once activated by the TMC, recovery contractors are to respond to the scene within 60 minutes and open the travel lanes within 90 minutes. If the travel lanes are not open within 150 minutes, the contractor may be assessed liquidated damages. The TMC is the official timekeeper of RISC milestones, primary contact for FHP and hub of incident management communications.



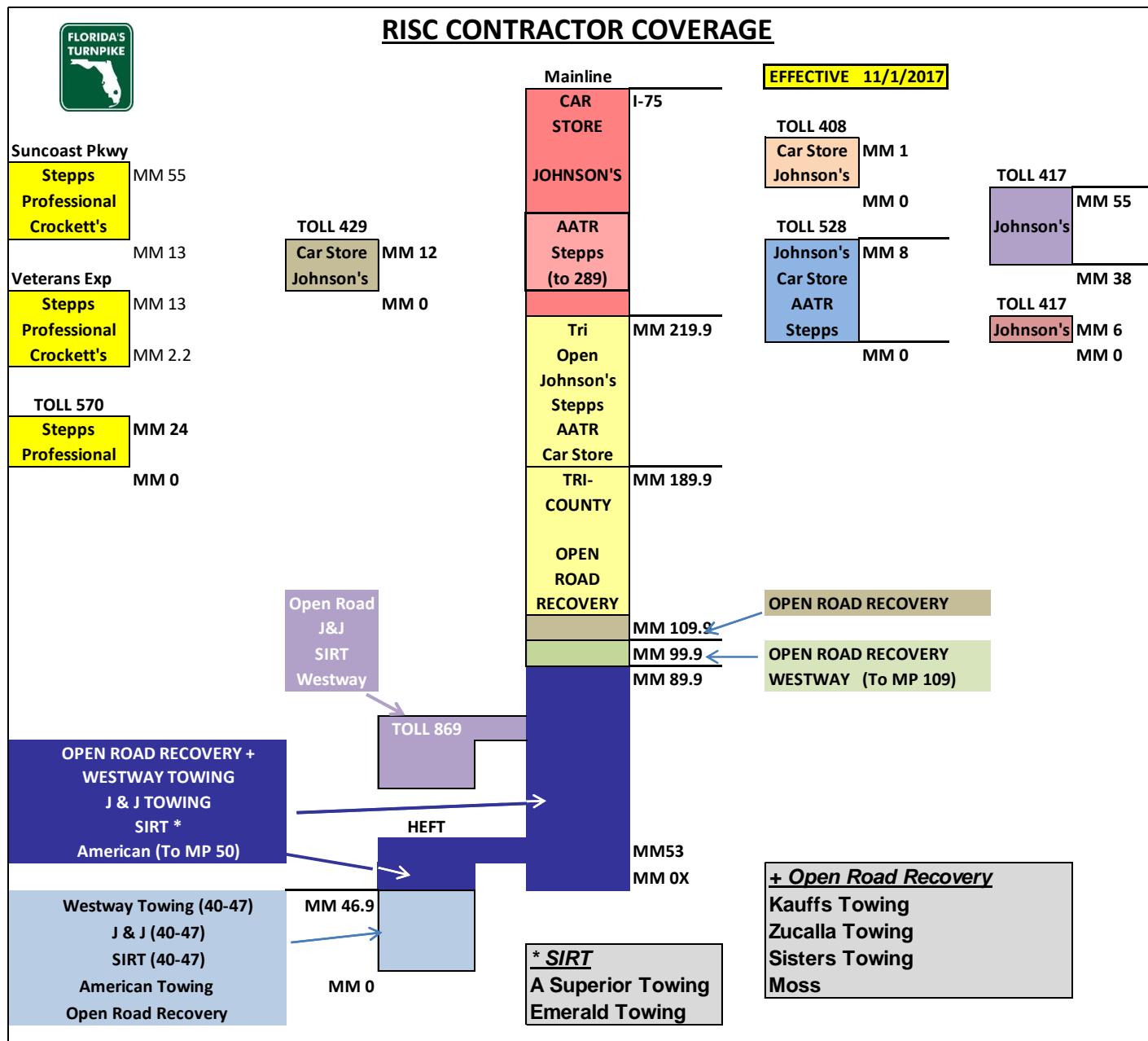
Since the program's inception, there have been 989 activations, operating at a 93.9 percent success rate in incidents where the vendor was given a Notice to Proceed (NTP) and made its contractual clearance time. The number of activations in 2017, 128, was well above the program average of 76, and shows the continuing increase in events over the last seven years (a 300 percent increase over 2010).



RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Vendors

RISC vendors are selected through an open invitation to negotiate (ITN) process. The prospective vendor's application is reviewed, equipment is inspected, and operator certification verified prior to acceptance. Once approved, the vendor is added to the RISC callout list. Should multiple vendors be approved for the same 10-mile roadway segments, a rotation system is implemented for TMC dispatch. Vendor coverage areas are illustrated below:



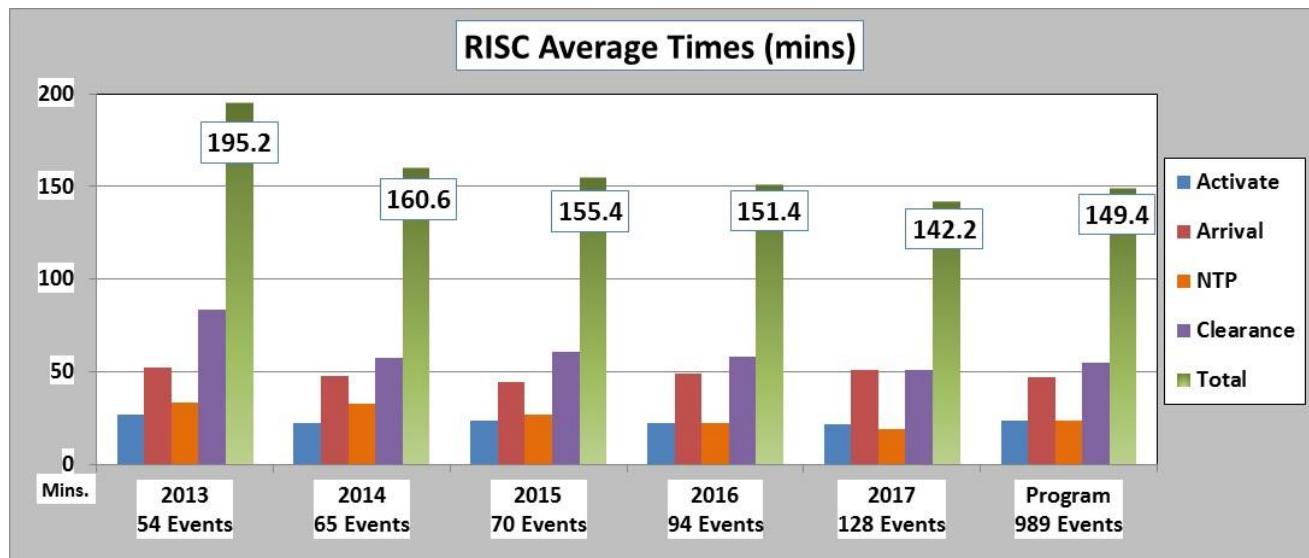
Notes: In Q1 of 2017, all RISC vendors signed their first one-year renewal of contracts signed in 2016. In Q3 of 2017, Stepp's Towing expanded their coverage by moving onto the Turnpike Mainline and TOLL 528.

RAPID INCIDENT SCENE CLEARANCE (RISC)

2017 RISC Performance

In 2017, there were 128 activations with an average response time of 50.7 minutes and an average clearance time of 51.1 minutes. The first wrecker average arrival time was 38.1 minutes. The 2017 on-time arrival rate was 87 percent and the clearance rate for incidents with Notice to Proceed (NTP) was 94 percent.

- Activation, Notice to Proceed, Clearance and Total Incident times were all lower than 2016 and lower than the average program times. Arrival time was 1.5 minutes greater than 2016.
- Four incidents had activation times more than 60 minutes, all involving an extended decision-making on the need for RISC. Average activation time for these four events was 95 minutes
- Seventeen incidents have an extended late arrival of more than 45 (first wrecker) or 60 minutes (RISC package).
- Ten incidents had extended Notice to Proceed times, with an average of 128 minutes. These were due to the circumstances involved in each of the event, such as fatalities involved, HazMat and/or flammable materials.
- Eight incidents had clearance times exceeding 90 minutes, averaging 135 minutes each. These incidents involved overturned tractor trailers, each with a large debris spill.
- The extended response time zone was shortened from MP 190 to MP 230 to Mile Post 220 in June. During the year, three RISC events occurring in these areas missed the arrival times of 75 minutes for first wrecker and/or 90 minutes for entire RISC package.



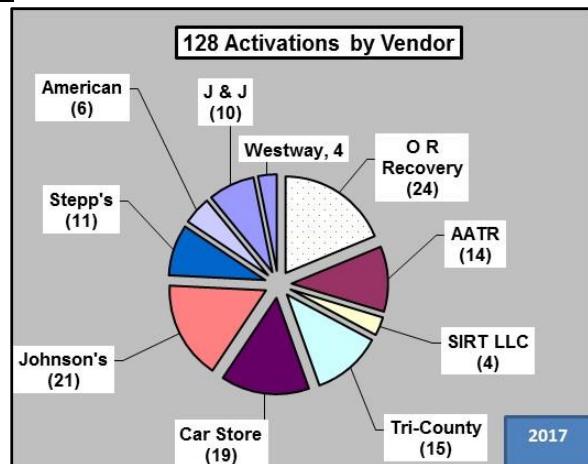
RISC Performance 2013-2017

The marked improvement seen in the vendors' performance from 2013 through 2016 continued in 2017. A continuing effort will be made in 2018 to work very closely with each RISC vendor in adhering to the requirements of the RISC program and continued interface with FHP to minimize activation and Notice to Proceed times wherever possible.

RAPID INCIDENT SCENE CLEARANCE (RISC)

2017 RISC Vendor Performance (cont.)

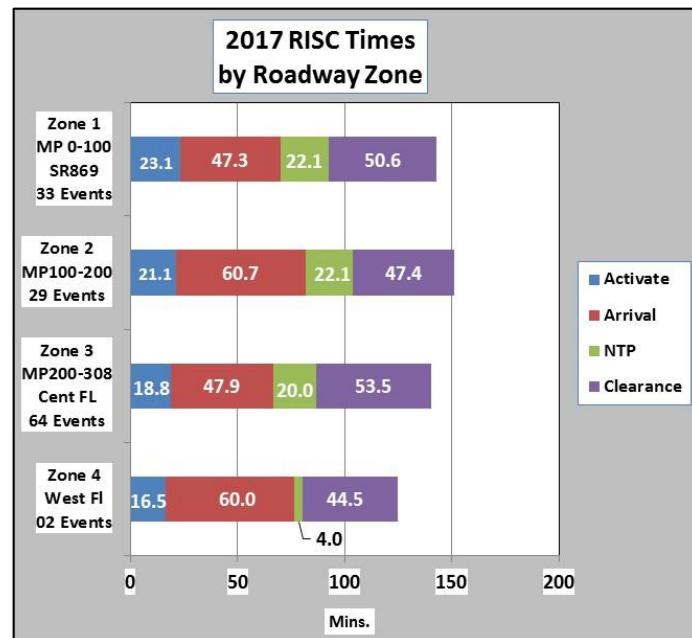
Once on scene, the performance of RISC vendors varied according to the circumstances involved in the incident clearance. However, because of the varying geographical areas and varying number of calls per vendor, it is difficult to directly compare one vendor to another. RISC vendors received between 4 (Westway and SIRT) and 24 (Open Road Recovery) activations for 2017 with an average of 13 calls per vendor.



To gauge overall vendor performance, we assessed the two incident performance measures over which the vendor has the most control: response and clearance times. Average response times varied from 37.3 minutes for SIRT to 62.8 minutes for Westway. Average clearance times ranged from 32.1 minutes for Tri-County to 73.7 minutes for Westway (Figure 9). The shortest average response plus clearance time (76.1 minutes) was achieved by Tri-County; the longest (136.4) was achieved by Westway.

Only two of the ten vendors activated had 100 percent on-time arrivals to RISC incidents; the 2017 program average was 87 percent. Four of the ten vendors given NTP had 100 clearance times; the 2017 program average was 94 percent. Vendors earned an incentive bonus for 102 of the 128 activations, 80 percent. Of the twenty-six activations where no incentive was paid, fifteen were for late arrival time, five were for extended clearance time (after making arrival time) and two were for late arrival and long clearance times.

The Turnpike is divided into four zones for Roadway Maintenance purposes. Figure 10 (right) notes RISC times for each segment. Zone 3 had the most RISC activations (64) and Zone 4 had two in 2017.

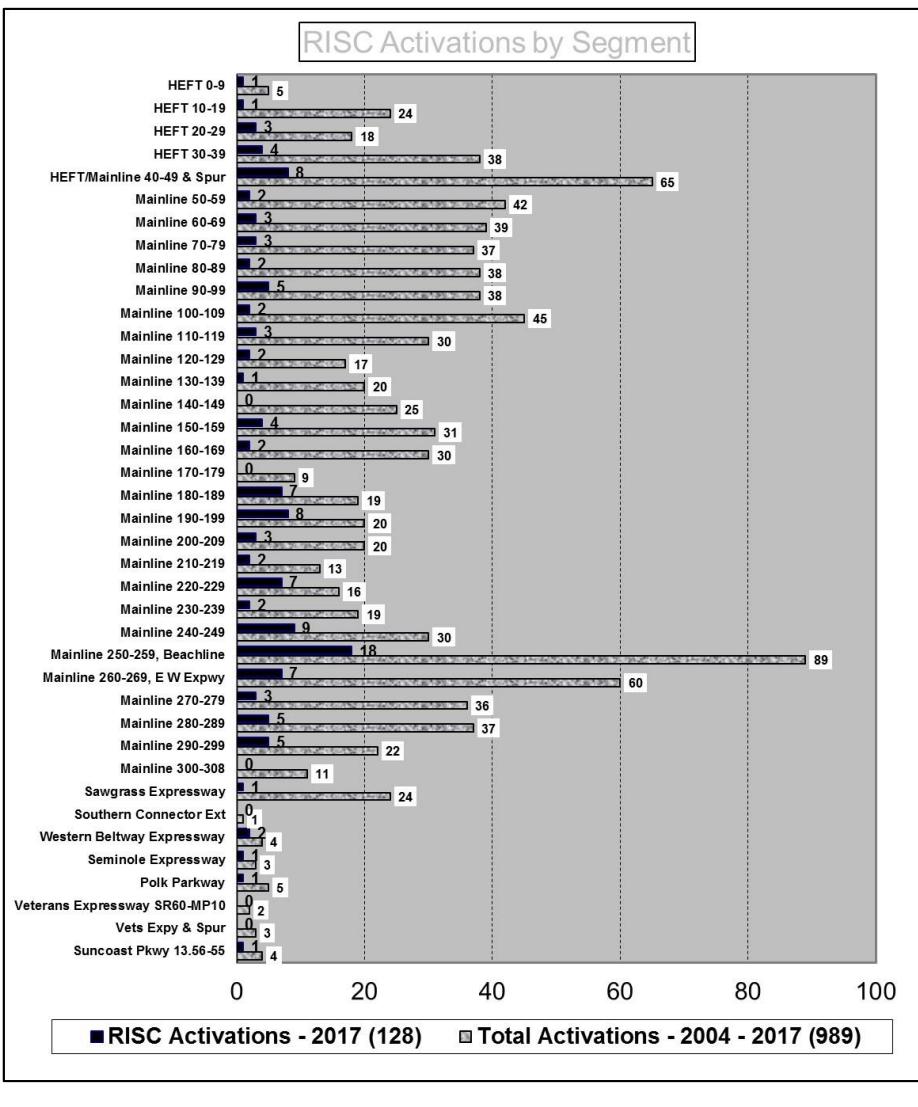


RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Location Distribution

For 2017, the segment with the highest number of activations (18) was the Orange County segment from MP 250 to MP 259 (14) and TOLL 528 (4). (This segment also has the highest number of activations (89) since the Program's inception) The Osceola County segment from MP 240 to MP 249 had (9) activations and both the Miami-Dade County HEFT segment from MP 40 to MP 49 and the Osceola County segment from MP 190 to MP 100 each had (8) activations.

Only five (three on the Mainline Turnpike, the Veterans Expressway and the Veterans Express Spur) of the thirty-nine total RISC segments had no activations in 2017.



RISC Event # 10

Location: WB Polk Parkway
MP 12

Date/Time: 03/03/17 10:27am

Description: Cement-Pumper Truck Fire

Effect: All Westbound Lanes Blocked

Completion: Scene cleared 1:59 p.m.

Vendor: Stepp's Towing



RAPID INCIDENT SCENE CLEARANCE (RISC)

RISC Event # 109

Location: SB MAINLINE MP 195

Date/Time: 10/30/17 12:01 pm

Description: TT Crash w/Fire

Effect: All Southbound Lanes Blocked

Completion: All lanes re-opened 5:16 p.m.

Vendor: Johnson's



RISC Incentive Payments

The RISC program pays incentive payments to the contractors for:

- Emergency mobilization, response and arrival of one wrecker within 45 minutes and entire RISC package within 60 minutes.

Note: There is no vendor capable of meeting the normal response times in the rural section of the mainline Turnpike due to travel distance. Response times of up to 90 minutes are permitted between MP 190 and MP 240. A 90 minute arrival is also permitted on the Polk Parkway due to a similar distance problem.

- Clearing travel lanes in 90 minutes from notice-to-proceed.
- Additional payment for specialized heavy equipment.
- The company receives an incentive of \$2,500 for meeting quick clearance response and recovery goals and an additional \$1,000 for the request for special equipment. The company forfeits any incentive payment if the required arrival times are not met and/or the travel lanes are not open within 90 minutes from notice-to-proceed or any of the quick-clearance goals are not achieved. A \$600 incentive payment is paid to RISC contractor if they are activated, meet their response times to the scene, but are then not used for the recovery and clearance efforts for any reason.

YEAR(S)	EVENTS	AMOUNT
2017	128	\$309,400.00
2004 - 2017	989	\$2,425,800.00

Incentive Payments Paid to RISC Vendors

INCENTIVE TYPE	VENDORS PAID (2017)	VENDORS PAID (2004 - 2017)
\$600 Arrival	4	58
\$2500 Clearance	102	798
\$1000 Extra Eqp	52	396

Incentive Payments Breakdown

Note that the company may be required to pay liquidated damages to the Turnpike for poor performance, delay, or failure to open travel lanes after 180 minutes. Since inception of the RISC program, liquidated damages have been assessed on only one occasion. The company also remains responsible for billing the owner of the wreckage (responsible party) for all recovery, clearance, towing and potential storage fees.

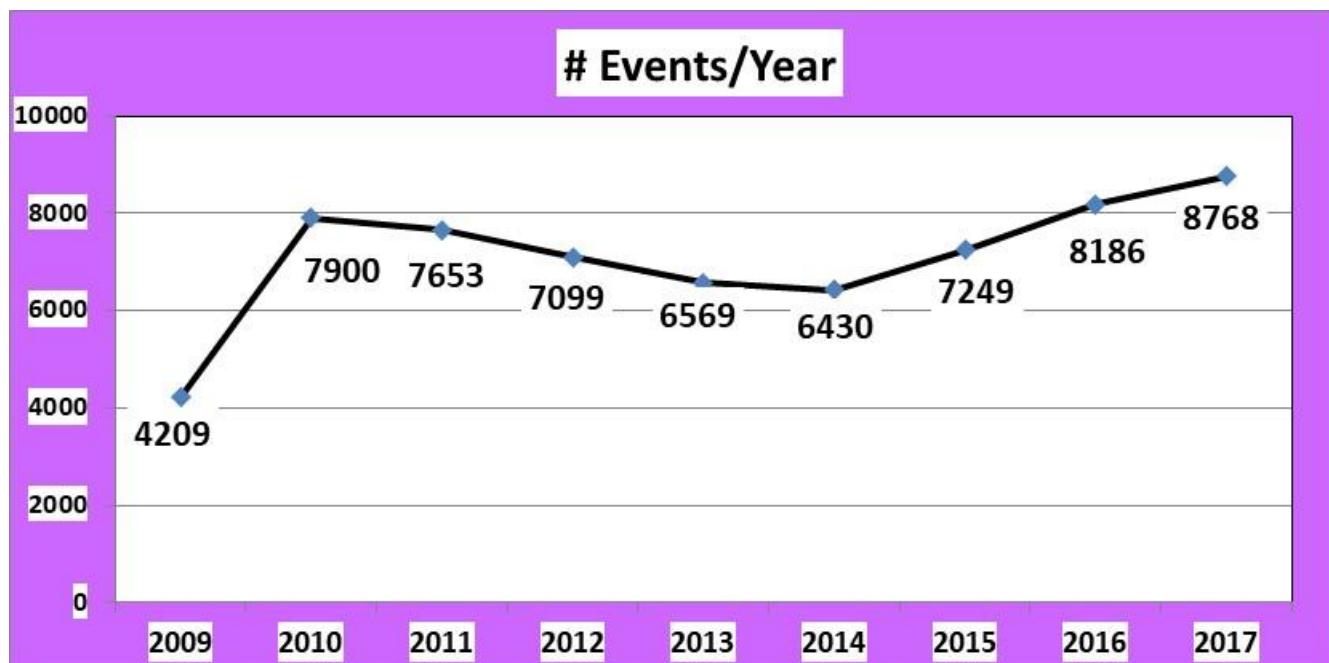


SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

STARR Program Details

The Florida's Turnpike's Specialty Towing And Roadside Repair (STARR) program is designed to expeditiously meet the towing and repair needs of its customers. Utilizing a competitive bid process, qualified tow vendors are awarded contracts to respond to Florida Highway Patrol-dispatched calls under committed times in designated sectors on the Turnpike.

Under STARR, vendor response performance is measured and communicated to the contractors on a regular basis, and each contractor is required to meet their performance standards. Changes to vendor Operations Plans can be made according to contractors' inability to meet these standards. The STARR program is a key component of Turnpike's efforts to increase travel time reliability and improve service and safety to our customers. STARR personnel are trained and/or certified to work safely under high-speed traffic conditions. STARR service wreckers and facilities are regularly inspected by Turnpike personnel to ensure compliance with STARR specifications, and authorized STARR service vehicles are identified by a Florida's Turnpike Enterprise (FTE) decal.



Since the start of the STARR Program in June 2009, vendors have operated at an 89.7 percent on-time success rate with a 20 minute, 20 second average response time for more than 64,000 events.

STARR Vendors

The STARR vendor contracts were awarded with a requirement to meet or surpass their submitted contractual response time and customer satisfaction expectations. Each selected vendor successfully proposed and submitted an operations plan dealing with all three tow classes (A, B & C) of response. Class A responses continue to make up the clear majority of STARR calls. STARR vendors operating from January 1, 2017, through December 31, 2017, under contracts renewed in December 2017 are listed below:

SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

STARR Vendors (cont.)

Vendor	Sector	Roadway	Begin MP	End MP	Mileage (approx.)	Max Class A Response (minutes)	Max Class B/C Response (minutes)
Excalibur	1	HEFT	0	43	23	25	45
SIRT	2a	TOLL 869	0	22	22	20	45
SIRT	2b	HEFT/SPUR/Mainline	43	75	36	20	45
Sisters	3a	Mainline	75	116	41	29	45
Tri-County	3b	Mainline	116	152	36	30	45
Tri-County	4	Mainline	152	193	41	45	60
Tri-County	5	Mainline	193	229	36	55	60
Johnson's	6a	Mainline	229	267	38	30	45
		TOLL 528	0	8	8	30	45
Car Store	6b	Mainline	267	309	42	30	45
Crockett's	7a	TOLL 589	2.2	19	16.8	30	45
		TOLL 568	0	3	3	30	45
Crockett's	7b	TOLL 589	19	55	36	30	45

Vendor Performance

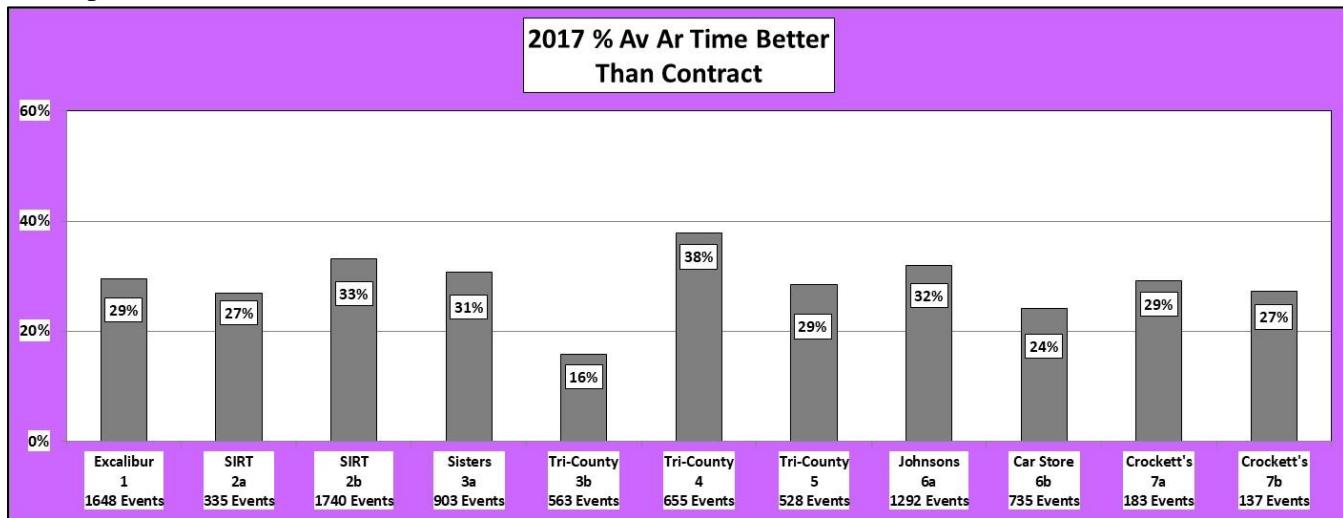
2017 was the most successful year for the STARR program with the largest number of calls and the highest annual on-time percentage rate since program inception. Original STARR vendors Excalibur (96.7% in Sector 1), SIRT (94.3% in Sector 2b), Tri-County (92.4% in Sector 4 and 92.5% in Sector 5) and Car Store (96.2% in Sector 6b) had high on-time percentages. New under this contract, STARR vendors, Sisters (94.9% in 3a) and Crockett's (Sectors 7a/7b at 96.2% and 91.2% respectively), also performed at high levels.

2017	Sector	Contract Arrival Time (mm:ss)	Average Arrival Time (mm:ss)	% On Time	# Events	# Missed	Av Miss Time (hr:mm:ss)
Excalibur	1	25:00	17:38	97%	1648	54	0:30:45
SIRT	2a	25:00	18:16	91%	335	30	0:37:15
SIRT	2b	25:00	16:42	94%	1740	100	0:35:51
Sisters	3a	29:00	20:04	95%	903	46	0:36:02
Tri-County	3b	30:00	20:52	83%	563	93	0:45:35
Tri-County	4	45:00	27:56	92%	655	50	1:00:40
Tri-County	5	55:00	38:52	93%	577	43	1:06:22
Johnson's	6a	30:00	20:23	85%	1292	194	0:42:31
Car Store	6b	30:00	22:46	96%	735	28	0:35:42
Crockett's	7a	30:00	21:14	96%	183	7	0:38:00
Crockett's	7b	30:00	21:49	91%	137	12	0:34:24
Program			21:21	93%	8768	657	

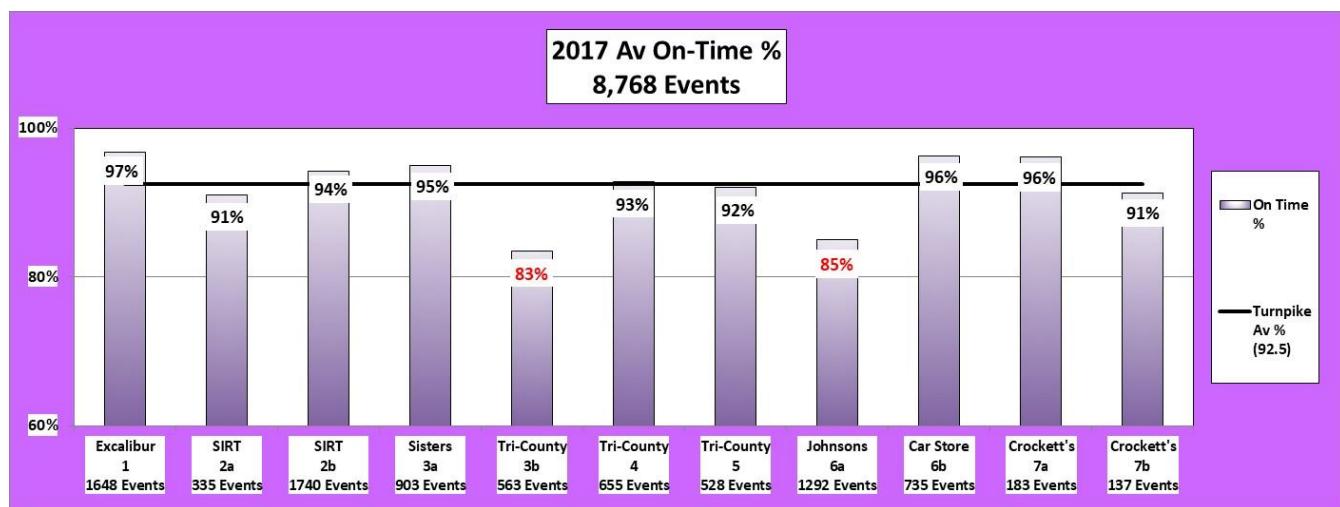
SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

Vendor Performance (cont.)

In improving upon their contractual response times, all vendors averaged better than their committed contractual arrival times, ranging from Tri-County (3b) at 16 percent to Tri-County (4) at 38 percent.



For the calendar year 2017, all STARR vendors responded to 8,768 FHP-dispatched calls, met their required quick-response timeframes on average 92.5 percent of the time, comparing favorably to the program average of 89.2 percent on-time (64,230 calls). It should be noted that the on-time percentage in 2017 was one point higher than 2016 and just less than three points higher than the program's average on-time percentage (92.5% to 89.7%).

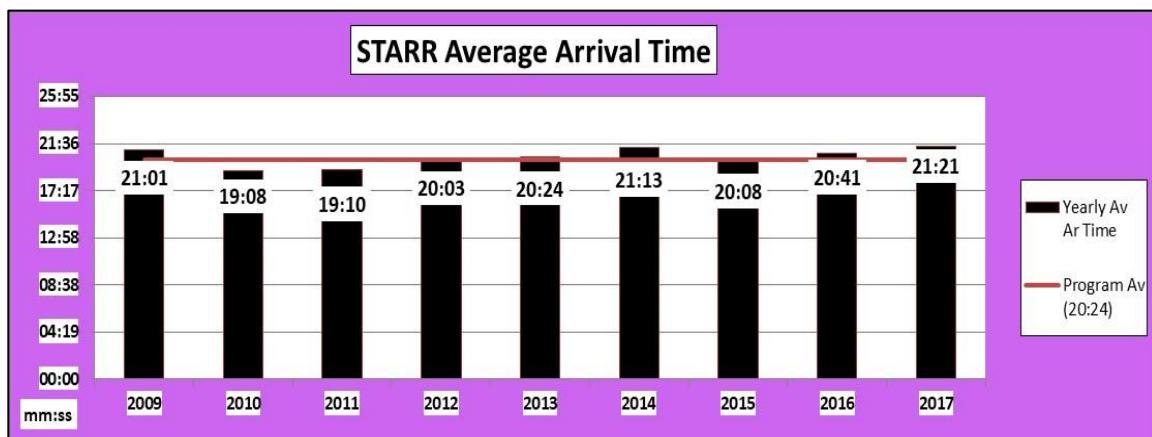
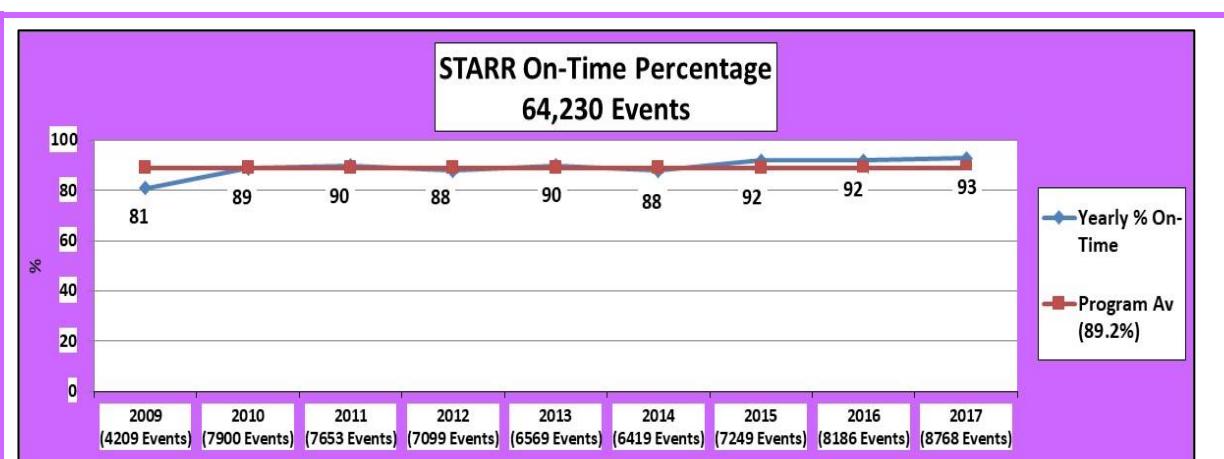
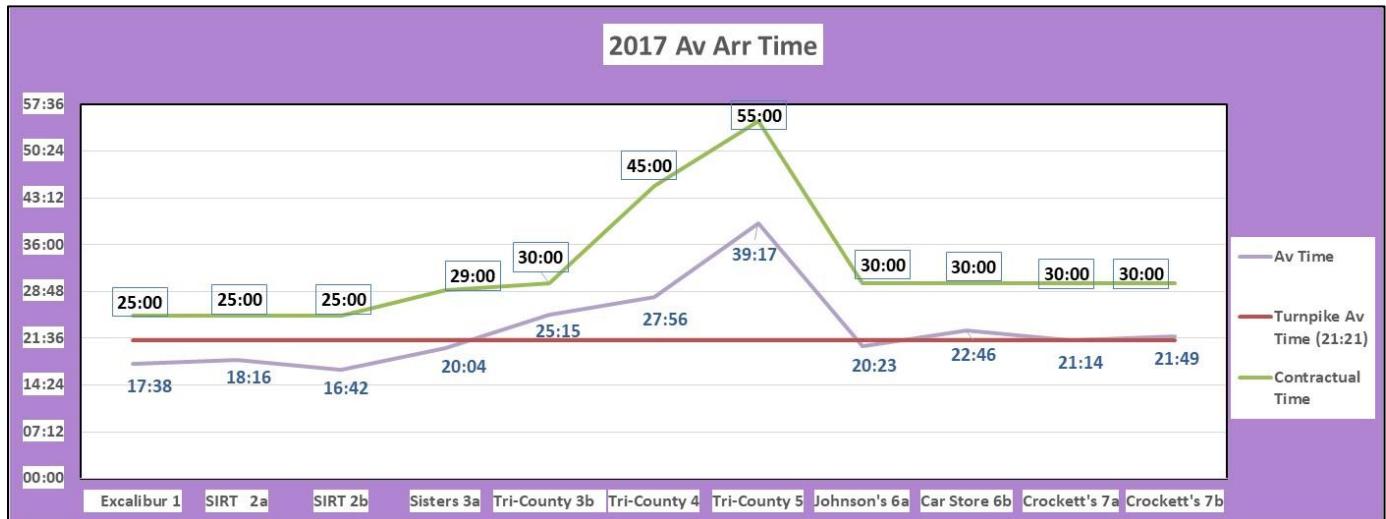


Of special note are the consistently high on-time arrival percentages achieved by Sector 1 vendor, Excalibur working in the ongoing construction area of the Homestead Extension of Florida's Turnpike (HEFT) in Miami-Dade County, Sector 2b vendor SIRT working in the busy Broward County corridor, and by Sector 5 vendor Tri-County working in the rural area of Osceola County.

SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

Vendor Performance (cont.)

In the second area of vendor performance, the STARR vendors had an overall average response time of 21 minutes, 21 seconds, less than one minute more than the program average response time of 20 minutes, 24 seconds.



Yearly Performance Comparison – Program Start Through 2017

SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

STARR Participation in Hurricane Irma Operations

On Tuesday, September 5th, preparations began in earnest by the Turnpike's Emergency Management Team in anticipation of powerful Hurricane Irma. While the exact path the hurricane would take was uncertain, there was little doubt that the state of Florida and its Turnpike which transverses much of the state would be greatly impacted by the storm.

The STARR Hurricane Evacuation plan was first activated for Sectors 1 and 2b (Miami-Dade and Broward Counties) at 5 AM on September 6th.

Later that day at noon, all STARR vendors were activated, patrolling the Turnpike from MP 0 to MP 308 until 10:00 PM. From September 7th through the 10th, the Hurricane Evacuation Plan wreckers hit the road.



To expedite lane clearance, whenever a TMC operator observed a lane-closing event, a call was made to the dispatch office of the vendor responsible for the zone, requesting an immediate dispatch of a patrolling wrecker.

Once the storm passed through Central Florida, all STARR wreckers were activated and were back on the road from September 11th through September 17th to keep the lanes clear and the traffic moving as the millions of Floridians who evacuated returned to their homes.

Throughout the entire activation period, STARR wreckers patrolled the Turnpike for more than 3,300 hours. The effectiveness of the Evacuation Plan was seen in the fact that nearly 6 million Floridians were forced to evacuate, with many of them using the Turnpike. There were no major lane-blocking incidents during the two-week period.

Hurricane Irma STARR Stats

Dates:	<ul style="list-style-type: none">Pre-Storm: 9/4 – 9/10. Post-Storm: 9/11 – 9/17
Vehicles:	<ul style="list-style-type: none">Pre-Storm: Approximately 40 STARR wreckers and 6 STARR Support VehiclesPost-Storm: Approximately 25 STARR wreckers and 4 STARR Support Vehicles
STARR Support (non-dispatched assists):	<ul style="list-style-type: none">Pre-Storm: 625 Assists. Post-Storm: 240 Assists (Majority of calls were mechanical/tow calls with some gas and tire events)
STARR FHP Dispatched Calls	<ul style="list-style-type: none">Pre-Storm: 292 Assists. Post-Storm: 189 Assists (Normally 150 assists per week)

SPECIALTY TOWING and ROADSIDE REPAIR (STARR)

Vendor Performance Evaluations

For the period of January 1, 2017, through September 30, 2017, each vendor's performance was evaluated through a uniform annual evaluation that was developed to rate STARR vendors. The evaluation consisted of three parts: Performance and Professionalism, Response Times, and Customer Service. Specialized forms are used by each evaluator in the evaluation process.

January 1, 2017 to September 30, 2017				
Sector	Vendor	Score	Ranking	
1	Excalibur	93.4	4	
2a, 2b	SIRT	94.2	1	
3a	Sisters	94.1	2	
3b, 4	Tri-County	90.7	6	
5	Tri-County	90.7	6	
6a	Johnson's	89.3	8	
6b	Car Store	93.3	5	
7a, 7b	Crockett's	94.0	3	
	Average	92.5		

The Performance and Professionalism portion of the evaluation is modeled after the standard Contractor Field Performance Report. The ten rated items are specific for the STARR program. Evaluations of each vendor's performance were conducted by major stakeholders in the plan: For FHP, the district Captains and the regional communications manager; for FTE, the TMC manager, a Roadway Zone Manager, IM Program Manager and the STARR Administrative and Operations Managers. Where applicable, the rater utilized input from staff that works with the vendors on a regular basis. Scores for each vendor were combined to determine a score for Performance and Professionalism.

Response Times are scored using the percentage of on-time responses for the evaluation period. Customer service is evaluated using the Service Performance Comment Forms, with complaints subtracting from the total and positive comments adding to it. Scores for the three parts are combined to determine an overall rating for each vendor.

The average score of 92.5 shows that the program has an overall rating of "Excellent."

ROAD

RANGER

SAFETY

PATROL

ROAD RANGER SAFETY PATROL

Road Ranger Program Details

The Road Ranger Safety Patrol is dispatched by the Turnpike TMC on the Turnpike Mainline, Homestead Extension of Florida's Turnpike, the Sawgrass Expressway (Toll 869) and the Veterans Expressway/Suncoast Parkway (Toll 589). Joint Turnpike/Central Florida Expressway Authority Safety Patrol Road Rangers are also dispatched on the Seminole Expressway/Southern Connector Extension (Toll 417), Beachline Expressway (Toll 528) and Western Beltway (Toll 429). There is no charge for any Road Ranger Safety Patrol service.

The highlight of 2017 was the implementation on May 1st of a new contract to AutoBase Inc. to perform Road Ranger services on Toll 589, the Veterans Expressway (up to 24/7 coverage) and the Suncoast Parkway (16/7 coverage). The service was set up to assist in the operation of Express Lanes which started in December.

In addition to the coverage noted above for Toll 589, Road Ranger patrol coverage ranges from 24/7 in the Miami-Dade, Broward, Palm Beach, and Orange Counties urban regions area to 6 a.m. to 10 p.m. in the rural areas of the Turnpike. The TMC dispatches units via the SLERS, 800 MHz (primary mode of communication) and Direct Connect (back-up communication) systems; the units are tracked via an AVL system that is integrated into the SunGuide® software.

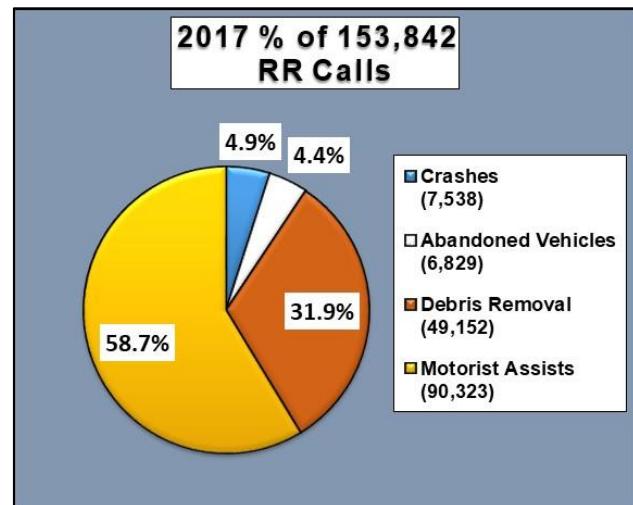
Throughout 2017, over the course of over 107,000-plus service hours, Florida's Turnpike Road Rangers provided 153,842 assists to Florida commuters, motorists and visitors, a six percent increase over the 145,099 assists in 2016.

Included in the total was assistance at 7,538 crash scenes and clearing 49,152 pieces of dangerous debris from travel lanes. Customer courtesy assist totals also included 18,126 flat-tire assists and 9,534 gas calls.

Annual Turnpike training of quick clearance techniques and initiatives is mandated for all Road Ranger operators and supervisors.

Each vehicle is outfitted with state law enforcement system 800 MHz radio communications, photo-capable cellular phones to send photos directly to the TMC and an automatic vehicle locator that utilizes a global position satellite transponder for communication with the FTE's transportation management center.

February 2017 marked the start of the final calendar year of the Turnpike's five-year contract with Florida Turnpike Services (FTS) for Road Ranger coverage on the Turnpike Mainline. A new contract was developed and advertised, with AutoBase, Inc selected to begin a new five-year contract effective February 2018.



ROAD RANGER SAFETY PATROL

Turnpike System Coverage

Counties	Roadways Covered	Hours of Operation	Coverage Miles	Av. Patrol Hrs./Wk.	# Vehicles	Vendor
Miami-Dade, Broward, Palm Beach	Mile Post 0-116, Sawgrass Expwy	6am-10pm/7 and 24/7	136	1048	8	Florida Turnpike Services
Osceola, Okeechobee, Indian River, St. Lucie, Martin	Mile Post 116-248	6am-10pm/7 and 24/7	132	370	4	
Orange, Osceola	Mile Post 248-272	24/7	24	206	2	
Lake, Sumter	Mile Post 272-308	6am-10pm/7	36	112	1	
Orange	Portions of TOLL 417,429, 528	6am-10pm/7	42	680	5	
Hillsborough, Pasco, Hernando	Veterans Expwy. Suncoast Pkwy.	24/7 and 6am-8pm, Mon-Fri	53	328	4	AutoBase

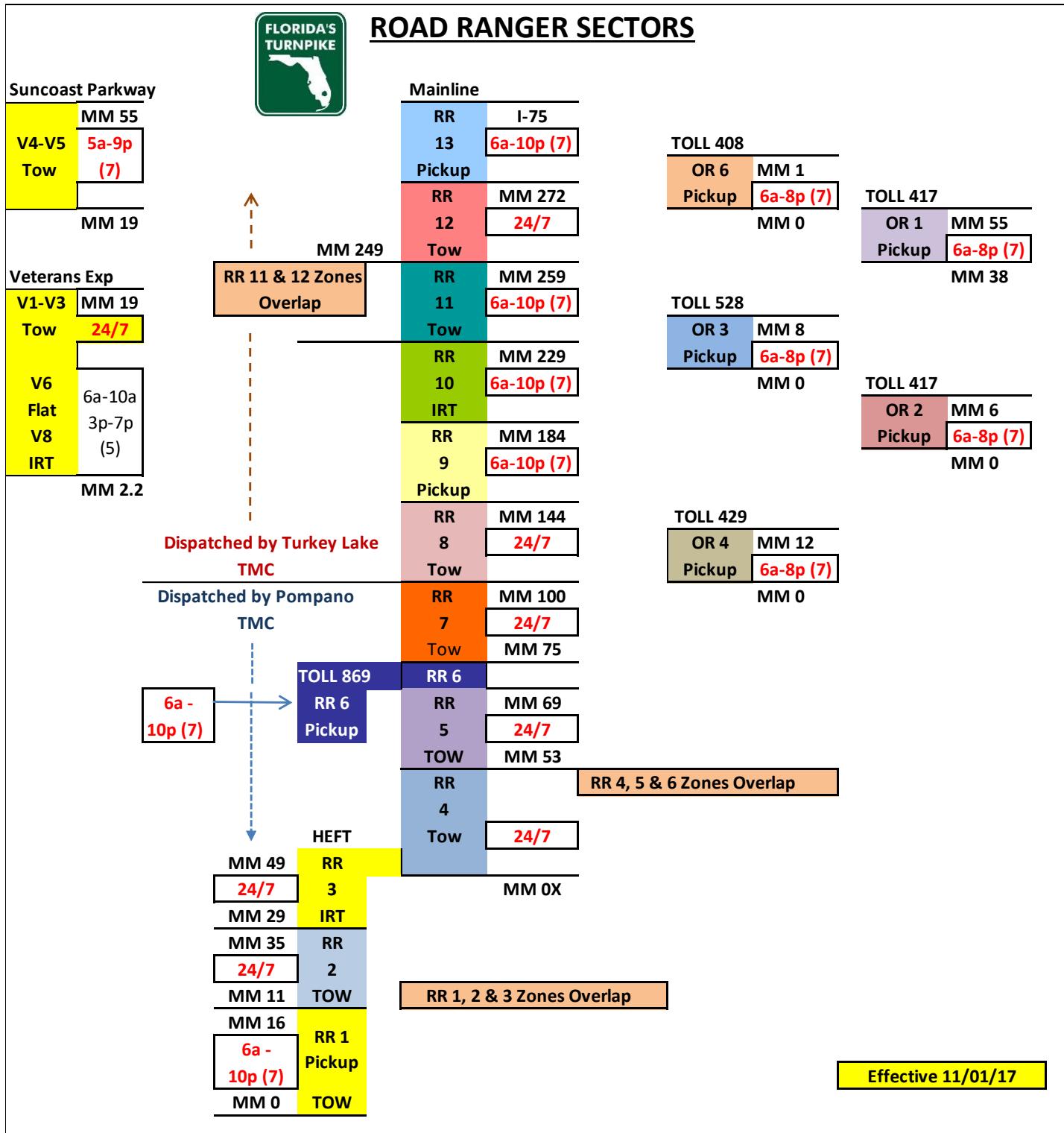
Turnpike Mainline Truck Mix

Romeo	Truck	Romeo	Truck
1, 2, 4, 5, 7, 8, 11, 12 TOW		3, 10 IRT	
Romeo		Truck	
6, 9, 13 PICK UP			

West Coast (Toll 589) Truck Mix

Victor	Truck	Victor	Truck
1, 2, 3, 4, 5 TOW		8, 9 IRT	
Victor		Truck	
6, 7 FLATBED			

ROAD RANGER SAFETY PATROL



Road Ranger Sectors

ROAD RANGER SAFETY PATROL

New Incident Management Team Member

On January 6th, a contract was finalized with AutoBase, Inc. to provide Road Ranger Safety Patrol services on Toll 589 in Hillsborough, Pasco and Hernando Counties starting on May 1st.

A kick-off meeting was held on January 23rd at the Turkey Lake Operations Building with a video/teleconference line with the Pompano and West Coast FHP offices. Present at the meeting were representatives from Turnpike Traffic Operations, AutoBase, Turnpike Contractual Services and FHP. Agenda items included:

- Truck fleet makeup (tow, flatbed, IRT trucks and backup vehicles)
- Incident Response Operators
- Response and Clearance Measures
- SunGuide Integration and Vehicle AVL
- Base Locations and Staging Areas
- Invoicing



SunGuide Integration and vehicle AVL was designated as the first item to be addressed by Turnpike Technology and AutoBase.

After the meeting, everyone agreed that things were in order to get the project started and AutoBase was given their Notice to Proceed.

Note: Project Updates will be seen throughout this section of the IM report.

Trash and Debris Removal

One of the seemingly thankless duties performed by our Road Rangers is the continuous spotting and removal of trash and debris of all shapes and sizes from Turnpike roadways and surrounding areas. Whether it is furniture, construction debris, an ironing board or a discarded propane grill, this junk can pose a serious safety threat to our customers and must be expeditiously removed.



ROAD RANGER SAFETY PATROL

FHWA/SafeHighways.org Idea-Sharing Meeting

On February 9th, Leon Labossiere, Field Road Ranger Supervisor participated in a FHWA/SafeHighways.org Safety Service Patrol Idea-Sharing Network session focused on Raising Awareness of Safety Service Patrols. Leon presented on Turnpike's outreach program to grade schools in the South Florida area as seen in the following slides:

Leon Labossiere
Road Ranger Supervisor
Florida Turnpike Services

Safety Service Patrol Idea Sharing Network – Session VI: Raising Awareness of SSPs

1

Safety Service Patrol Idea Sharing Network

School Visits

- Effort to engage community
- Benefit vs. cost
- Target audience
- Primary topics discussed
- Length of visit

2

Safety Service Patrol Idea Sharing Network

School Visits

3

Safety Service Patrol Idea Sharing Network

Process for Requesting a School Visit

- Who contacts who
- How far in advance
- How is this effort publicized
- Associated costs

4

Safety Service Patrol Idea Sharing Network

School Visits

6

Safety Service Patrol Idea Sharing Network

Questions

Leon Labossiere
Road Ranger Supervisor
Florida Turnpike Services
lclabossiere@fltpkservices.com

7

Safety Service Patrol Idea Sharing Network

Road Rangers in Action

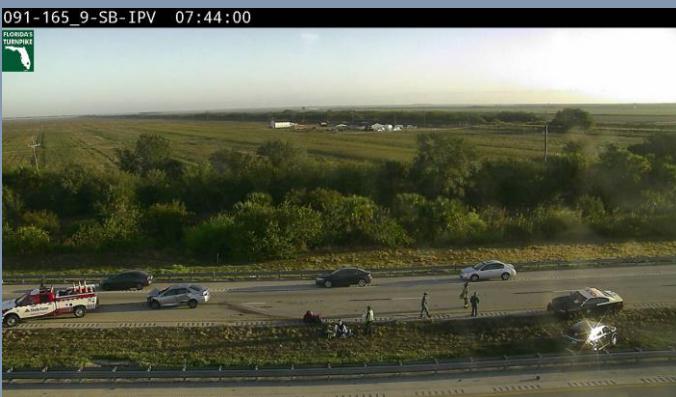


ROAD RANGER SAFETY PATROL

Quick Clearance – Turnpike Road Ranger Style



On February 12th, Jack Ray, Romeo 9 in St. Lucie County arrived on the scene of a lane-blocking crash at mile post 165. He positioned his truck in front of the crash vehicle, attached his tow strap to the vehicle, checked with the trooper on scene to ensure he could move it...



and quickly pulled the vehicle out of the lane to the grassy median where it could be picked up by a STARR tow truck.

Road Ranger Commendations

- A Customer expressed his appreciation in a phone call to Mike Washburn for Wesley Matlock, Romeo 10:

Jean Catchpole called me this afternoon (March 8th) to relay her great appreciation to Wesley Matlock for his assistance on SR 60. It appears that Ms. Catchpole and driver Buzz Davies were in an RV on March 6th when a tire blew causing damage to the undercarriage as well. Wesley, I am assuming was on his way from work, pulled over to provide assistance. He relayed that he was a Turnpike Road Ranger and was able to fix the damage, change the tire and get them on their way. Please relay this appreciation letter to Wesley for reflecting well on Florida's Turnpike Road Ranger program. Thanks

ROAD RANGER SAFETY PATROL

Road Ranger Commendations (cont.)

➤ Mike Washburn praised **Alfredo Falcon, Romeo 4 and Jason Ayala, Romeo 100:**

... please relay our appreciation to Alfredo and Jason for working the March 9th MP 50 NB crash, double rollover, split scene (photo to right). From TMC observations of their actions, they worked safely and effective with other responders to provide scene security and relocating crash vehicles to shoulder for final recovery. Thanks



Working towards the May 1st Launch Date

The second meeting between the members of the Turnpike Incident Management team and members of the AutoBase team took place at the Turkey Lake Operations Building on April 4th.

Initial agenda items included:

- Introductions
- Review of the Operations Plan
- Contractor Concerns
- A review of the Scope of Services
- Safety Requirements – MOT, U-Turns and Lane Closures
- Open Discussion
- Software Setup and Testing
- Toll Transponder Requirements
- IRT Truck Walk around

Additionally, several operations-related issues were discussed:

- AutoBase will have nine trucks in its fleet, with each truck carrying its own call sign. The five wrecker trucks will be called Victor 1 through Victor 5; the two IRT trucks will be called Victor 6 and 7 and the two flatbeds will be called Victor 8 and 9.
- AutoBase operators will use hand-held Smartphones to utilize the SunGuide software in place of lap-top computers. The phone will also have the capacity to take photos in the field and forward them to the TMC.
- Communications between the AutoBase Road Rangers will primarily be over the SLERS radio system, with push-to-talk as a backup.
- The AutoBase shop will be on SR 52, a close distance from Exit 27, toll 589. Members of the Incident Management team will visit the shop before launch.
- An operator roster will be forwarded to the Turnpike prior to the launch date.
- The uniform that the operators will wear was displayed and approved. The operators' paper logs were also approved
- Tentative dates were set for SLERS, Turnpike Joint Incident Management Training and for MOT training.

As the meeting ended, all agreed that everything was on track and the new Road Ranger service will be in place for the Toll 589 Suncoast Parkway/Veterans Expressway on May 1st.

ROAD RANGER SAFETY PATROL

Doing Whatever It Takes – Turnpike Road Ranger Quick Clearance



On February 26th, Wesley Matlock, Romeo 10 was dispatched to a southbound crash in Osceola County involving a vehicle up on the median guardrail.

After clearing the other vehicles involved, Wesley then turned his attention to removing the vehicle on the guardrail. His first attempt was from the southbound side of the roadway, but he found out that the vehicle could not be removed this way.



Wesley then moved his truck to the northbound lanes and attempted the removal from the front of the vehicle.

This attempt worked, and Wesley placed the vehicle in position to be towed by a Tri-County STARR vehicle.



Wesley continued his efforts by assisting the Tri-County operator in loading the vehicle onto the flatbed truck.

Finally, Wesley placed family member from the crashed vehicle in his truck for transport to the Fort Drum Service Plaza and left the scene.

ROAD RANGER SAFETY PATROL

Outstanding Customer Service

- In an email to the Turnpike Public Information Officer's office, customer Shelby Jones thanked **Earl Clayton, OR1** for his actions on March 31st:

I want to give a HUGE thank you to your road ranger, Earl. He completely saved my day. I ran out of gas on the side of 417....it was the first time I've ever run out of gas in my life. I was feeling really distraught on the side of the road and called for help. Earl responded surprisingly fast, in around 10/15 minutes. He was courteous and kind. I felt bad that he practically had to stand in the road to pour in the fuel but he told me not to worry. Thanks again for your help, Earl and for this service DOT!!!

- In an email to FDOT Central Office, customer Brooke Poquadeck commended **Henry Druckenbrod, Romeo 10** for his actions on April 22nd:

I am writing because a road ranger was our hero. On Saturday 4/22/17 @ 1:55pm a road ranger pulled up behind us on the side of the Florida Turnpike (approx. mile marker 197.5 - 196.5) heading south. (The closest exit was Yeehaw Junction). We are on our way to the Keys for a vacation and a tire blew on our boat trailer. This wonderful man changed our tire and got us back on the road to our vacation. I am so sorry I didn't get his name but I just wanted to let y'all know what a wonderful, kind man he is. Having the road rangers saved us and is our hero. Thank you to all that are part of the road rangers!

Thank you so much.

- Customer Karen Metz commended **Tristin Hayes, Romeo 3** for his help to her on April 26th in an email to FDOT Central Office:

...I just wanted to extend a thank you to the Road Rangers, specifically Tristin. I believe his name was Tristin. He was super helpful, efficient and friendly when I had a flat tire on the turnpike yesterday. He even helped me move my models out of the trunk to get to the spare tire. I appreciated the service and he was able to get me back on the road and to school in time for my second class.



Angel Castro, a 6-year veteran of the Turnpike Road Ranger team, is seen here in his approved reflective uniform standing in front of his fully-equipped truck ready to serve his Turnpike customers.

ROAD RANGER SAFETY PATROL

Final Countdown and Launch

Beginning on April 18th, AutoBase conducted an intensive two-week training program for the Road Rangers preparing to patrol the Veterans Expressway and Suncoast Parkway. All aspects of the job were highlighted, from proper operation of the trucks to customer service. As part of the training program, John Sparks and Ralph Etienne traveled to Tampa to conduct the Turnpike Incident Management Program training course. After the course was completed, John Sparks commended highly of the competence level of the new Road Rangers, the training they received from AutoBase and AutoBase's overall commitment to the program.



The last step in the launch preparation was a meeting held at the Turnpike Suncoast Operations Headquarters on the Suncoast Parkway. In attendance was representatives from the Turnpike IM Team, AutoBase operations managers and related stakeholders.

With the training complete, trucks polished and ready to go and each Road Ranger in their proper uniform, service was launched on May 1st following the schedule below:

Unit	ZONE	Hours	Miles	Truck Type
V1	2.2 - 19 / Spur	6a - 2p / 7	20 (Patrol)	Wrecker
V2	2.2 - 19 / Spur	2p - 10p / 7	20 (Patrol)	Wrecker
V3	2.2 - 19 / Spur	10p - 6a / 7	20 (Patrol)	Wrecker
V4	19 - 55	5a - 1p / 7	36 (Patrol)	Wrecker
V5	19 - 55	1p - 9p / 7	36 (Patrol)	Wrecker
V6	2.2 / Spur	6a-10a + 3p-7p / 5	20 (Staged-Sugarwood)	Flatbed
V7	Spare	-	-	Flatbed
V8	2.2 - 19 / Spur	6a-10a + 3p-7p / 5	20 (Staged-Sugarwood)	IRT
V9	Spare	-	-	IRT

The new Road Rangers "hit the road running" and performed at the level expected by all.



ROAD RANGER SAFETY PATROL

Special Recognition

Todd Stettler of Anchor Towing was recognized by the Turnpike Incident Management team for a job well done and was given an honorary Responder of the Quarter Award at the FDOT District 7 TIM meeting on May 16th.



NOMINATOR: Jim Hilbert

Nomination: I would like to nominate Todd Stettler for honorary Responder of the Quarter. Todd was the operator of Victor 1, the Turnpike Road Ranger truck on the Veterans Expressway from September 2010 to April 2017. “Tiny” as he is known by all, always stepped up to a challenge on the roadway, and took great pride in providing great customer service and assistance to FHP whenever needed. Todd was recognized as Responder of the Quarter in July 2011 when he rendered assistance to a customer on the side of the road who was suffering a cardiac arrest. Paramedics credit Todd for saving the customer’s life. Additionally, many FHP troopers on the Veterans Expressway have voiced their appreciation for a job well done by Todd.

Todd proved to be an excellent member of the Turnpike Incident Management Team and we appreciate all he did in his six-plus years of service.

Mainline Road Ranger Contract

The month of May was spent in preparation of the new RFP contract for Road Ranger services on the Turnpike Mainline, Sawgrass Expressway, HEFT and Central Florida roadways. The multi-document package was forwarded to Turnpike Contractual Services for advertisement, awarding/NTP in early October and start work date of February 13, 2018. Major changes in the new contract will be:

- Additional trucks to cover future Express Lanes
- No breaks in service at shift change
- Introduction of a flatbed type wrecker to truck mix
- Raise in operator minimum pay rate
- Additional three Turnpike trucks to cover Central Florida roadways
- Two additional 24/7 trucks

The award announcement of the new vendor will be covered later in this section of the report.

Our Customers Speak

During the first month of operation by the AutoBase crew on TOLL 589, 66 individual customer feedback cards were received for 12 separate operators. One question on the card asks if the road ranger was courteous, and all 66 respondents wrote yes. The customers also could add their own comment, and below is a breakdown of the cards and comments received:

ROAD RANGER SAFETY PATROL

Our Customers Speak (continued)

Name	# Cards	Customer Comments
John Costa	4	Very Good Service; These guys were great
Aramis Gautier	7	Very nice, very helpful; He was nice and helpful; All the service provided was great; He was very courteous
Mark Gooden	5	Thank you, saved 30 minutes waiting for AAA; Thank you for your support; Very friendly and courteous. I had already call AAA and they stayed with me until AAA arrived
Manny Reyes	3	Huge blessing; backed me up; It was great having the extra coverage and caring on the side of the road
John Tixier	10	Very prompt and professional. A+ service – thank you for the help; Extremely thankful; Hopefully all your Road Rangers are as courteous. Nice to see as me being a retired police officer; very helpful and kind; I appreciate the service. AAA could not find my location and John was fabulous; Young man was very helpful and safety minded; Over the moon happy. Thank you (3 times); Nice job; Very nice and concerned. Nice to deal with
Manny Reyes	2	Awesome job!
Dave Salmons	2	Driver was very courteous and most importantly, safe; He has been so helpful and kind to me. Thank you very much
Ed Laine	12	Very helpful. Did a great job; the service provider was very generous and helpful. I appreciate the service; Really nice guy; Helpful beyond standards; May Bueno el servicio "Gracias"; Great service, very nice guy; Had already called AAA and driver was in route. Ed provided safety (the writing continues on to the front of the post card) then AAA guy did not show up. Ed changed the tire and had us back on the road in 15 minutes. We had waited 45 minutes for AAA. Great service! Thanks.
Sterling Bond	16	Very nice. Great service. Asked me if I wanted a refreshment; Offered me water and made sure I was safe; Thanks for the help; Awesome. Thank you; Cool dude; Good service – thanks; Thank you, guys were angels. Made my day; thank you; He was very professional. He seemed well trained in taking safety precautions. Thank you; Wonderful service. Driver was excellent in ensuring my safety; He was very nice and explained the service very well; Very helpful, thank you
Richard Jordon	3	Thanks so much, very good service; Fast service, very concerned with safety
Dave Snee	1	Thank you
Alex Rodriguez	1	Note: Comment is very hard to read, but it ends in Gracias.

Captain Bradford of the Hillsborough County Sheriff's Office called the TMC to pass on her appreciation of John Tixier (Victor 2). On June 9th, on TOLL 589 northbound at MP 4, she was on a traffic stop and John stopped with her to provide MOT. She wanted to let his supervisor know how much she appreciated the assistance and extra buffer he provided her by being there. Captain Bradford's stop was in a poor location and traffic was not moving over as they should and she stated that she felt safer with his vehicle behind them. The Captain also wanted to note that in speaking with John after the stop that he was very nice and respectful.

ROAD RANGER SAFETY PATROL

Quick Clearance – Turnpike Road Ranger Style II



On a rainy June 6th, Tristan Hayes, Romeo 3 was dispatched to a tractor trailer blocking the left lane at mile post 45 on the HEFT.



With a FHP Trooper providing MOT behind him, Tristan quickly attached his tow chain to the disabled truck.



With traffic safely blocked, Tristan pulled the truck from the left lane, across the right lane and then...



Safely onto the right shoulder where the truck driver could wait for assistance.

Extended Mainline Road Ranger Coverage

To provide overnight coverage to our customers in Broward, Palm Beach and Martin Counties, Romeo 4, which switched to a wrecker truck and covers MP 43 to 58 and the Golden Glades Spur, and Romeo 8, covering MP 100 to 144, were extended to 24/7 coverage starting on Monday, June 12th. It is anticipated that this additional coverage will reduce, if not eliminate the possibility of a motorist being stranded during the overnight hours on these sections of the Turnpike.

Unit	ZONE	Hours	Truck Type
RR4	43 – 58 / Spur	24/7	Wrecker
RR8	100 - 144	24/7	Wrecker

ROAD RANGER SAFETY PATROL

Road Ranger Commendations (cont.)

- In an email to the Turnpike PIO Office, a Customer from the Tampa area writes about **Sterling Bond, Victor 1:**

I just want to thank you for having the Turnpike Ranger Program. My husband and I had a flat on the Veteran's Expressway on June 15, 2017 around 1:20 p.m. Truck # V1 came to our assistance. I believe his name was Sterling Bond. He was a life saver!!!! He was very friendly and courteous. He explained the program to us since we were unaware of it and changed our tire. It is comforting to know that if we are in trouble on the Turnpike system, there is a "guardian angel" out there to help! Thank you, Sterling Bond, !!!!

- A customer from South Florida emails the Turnpike PIO office commending **Luewico Browne, Romeo 7:**

In short, my daughter and I were stranded at MM 99 last Friday at midnight due to a failed engine. We spent 2 hours trying to get AAA to find us a towing option. Eventually, we had to abandon the car until the next morning when we could finally get AAA to find us a towing service willing to assist us!!!

The Road Ranger stopped to check on us and although he could not help us what he did was EVEN MORE important: He stayed behind us with full flashers lit up and put out cones to make sure that we were safe from those "insane ... drivers that cannot see their way clear to move over or slow down as they drove by us.

As you are well aware it is not uncommon for stranded drivers their cars or both to be struck while in the emergency lane. Even State Troopers with their full 10-18 lights on have suffered at the hand of these accidents. Add to that a Friday night and the higher concentration of DUI drivers and I was understandably concerned.

The Road Rangers name was Rico. He has only been with the service for a month if I understand. Whatever commendations, bonuses, improved work hours that are available I would encourage some kind of recognition. Because, he could have left after he saw there was nothing he could do to get us back up and running. He stayed and literally protected us with his truck and emergency systems.

Where my greatest concern lies is that this could have happened to my daughter alone, or my wife. To know that Rico was willing to be a guardian angel makes me much more comfortable that my wife and daughter would be safe. Thank you...



ROAD RANGER SAFETY PATROL

SAFE, QUICK CLEARANCE = FEWER SECONDARY ACCIDENTS



George Wright and Omar Buitrago, both working as Romeo 12 on June 8th, are seen in the snapshots below using their wrecker to quickly clear the lanes after vehicle crashes

ROAD RANGER SAFETY PATROL

Road Ranger Safety Service Patrol Vendor Performance Evaluations

FTE routinely evaluates construction and maintenance contractors on an annual basis using a standard FDOT Contractor Field Performance Report. As the Road Ranger function does not fit neatly into the construction/maintenance format, Turnpike IM staff adapted the report to fit the functions of the Road Ranger program. (Attachment B, page 88).

Turnpike IM team members who are familiar with the program's operation, i.e. Florida Highway Patrol, Turnpike Traffic Management Centers, Maintenance Roadway Zone Managers, the IM Program Manager and the IM Specialist and Field Operations Manager conducted the performance evaluation. Evaluators rated only those aspects of the program of which they had a working knowledge of. The individual ratings were combined to arrive at a composite score. The overall score of 86.5 reflects a strong "Good Leaning to Excellent" grading, an overall satisfaction with the program and is a slight drop from last year's score of 87.9.

Vendor: Florida Turnpike Services Evaluation Period: June 1, 2016 through May 31, 2017

Rater	Tpk. IM Specialist	FHP District Capt. Orlando	FHP District Capt. West Palm	FHP District Capt. Miami/Dade	FHP Lake Worth Dispatch Center Mgr.	Tpk. Roadway Mgr.
Score	81	95	90	86	81	90

Rater	Tpk. IM Field Mgr.	Tpk. TMC Pompano	Tpk. TMC Turkey Lake	Tpk. IM Program Mgr.	Average Score
Score	88	74	89	86	86.5

Scoring scale:

100 – Outstanding

90 – Excellent

80 - Good

70 - Satisfactory

50 – Unsatisfactory

30 – Poor

Raters were also asked to add comments to their scores. Examples of the comments are:

- ❖ *Road Ranger Operators use their training to ensure scene safety and update setup with any additional guidance from TMC*
- ❖ *Road Ranger Operators have been recognized repeatedly for their commitment to clearing crashes*
- ❖ *Equipment failures are typically dealt with through the use of spare trucks; but TMC noted several occasions which had air compressor issues on many trucks.*
- ❖ Overall good, effective reports of response and motorist assistance.
- ❖ Still see examples of questionable MOT set up, especially when setting up scene near exit and entrance ramps.
- ❖ Overall effective communications via SLERS radio and backup cell phone
- ❖ Manager and supervisors' response is mostly quick and addresses needed concerns or issues
- ❖ Sporadic reports of RR operators not sure of Turnpike Operations or protocol.
Overall positive performing personnel.

ROAD RANGER SAFETY PATROL



As part of the process to award the new Mainline Road Ranger contract, a Mandatory Pre-Proposal Conference was held at the Turkey Lake HQ Building on August 8th. In attendance were representatives from Turnpike Contractual Services; Mike Washburn, Ralph Etienne and Jim Hilbert as well as representatives from nine prospective vendors. Robin Morgan of Contractual Services reviewed the contractual procedures and Mike Washburn reviewed the new contract, including changes from the present contract.

091-105_5-SB-IPV



Our Road Rangers provide roadside assistance to everyone...including Roadside Assistance. Dennis Volin, Romeo 8 is seen attempting to help an AAA service truck in Palm Beach County.

ROAD RANGER SAFETY PATROL

Changing of the Guard - A New Mainline Road Ranger Services Provider

After serving as the Turnpike's Road Ranger services vendor for 19 years, Florida Turnpike Services decided not to bid on the new Road Ranger Safety Patrol Services contract effective in February 2018. This left seven other vendors new to the Turnpike Mainline to bid on the contract in a competitive RFP process. On October 11th, the contract award was announced and AutoBase was named the new Mainline RRSP contractor, starting service on February 13, 2018. AutoBase had been successfully providing RRSP services on Toll 589 since May 1st, and promised to carry this over onto the Mainline.



A kick-off meeting was held on December 5th at the Pompano Operations HQ Building with a video/teleconference line with the Turkey Lake office. Discussion items included:

- Truck fleet makeup (tow, flatbed, IRT trucks and backup vehicles)
- Incident Response Operators
- Response and Clearance Measures
- SunGuide Integration and Vehicle AVL
- Base Locations and Staging Areas
- Invoicing

At the Conclusion of the meeting, everyone agreed that things were in order to get started and AutoBase was given their Notice to Proceed letter with a start date of February 13, 2018.

Note: Project Updates will be seen throughout this section of the 2018 IM report.

%	2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Total
4.9%	Crashes	548	514	654	544	612	736	646	669	591	677	732	615	7,538.00
4.4%	Abandoned Vehicles	521	438	542	529	578	585	601	636	584	544	663	608	6,829.00
31.9%	Debris Removal	3,782	3,556	4,056	3,987	4,202	4,071	4,558	4,724	3,767	3,361	4,367	4,721	49,152.00
58.7%	Motorist Assists	7,079	6,822	7,928	7,724	7,616	7,489	8,049	7,918	7,680	6,629	7,665	7,724	90,323.00
100.0%	Total Calls	11,930	11,330	13,180	12,784	13,008	12,881	13,854	13,947	12,622	11,211	13,427	13,668	153,842.00

2017 Road Ranger Events

ROAD RANGER SAFETY PATROL

More Road Rangers in Action



ROAD RANGER SAFETY PATROL

Attachment B: Road Ranger Evaluator Scoring Sheet



Florida's Turnpike Enterprise Road Ranger Safety Service Patrol

Vendor Performance & Professionalism Evaluation

Evaluation Period: From 06/01/14 to 05/30/15

Vendor Name: Florida Turnpike Services Date: _____

Rater representing:

FHP Captain
Turnpike TMC Manager K. Kinney
Roadway Zone Manager

IM Administrative Manager
IM Field Operations Manager

Grading scale:

10 – Outstanding	9 – Excellent	8 – Good
7 – Satisfactory	5 – Unsatisfactory	3 – Poor
n/a – not applicable or don't know		

Grade

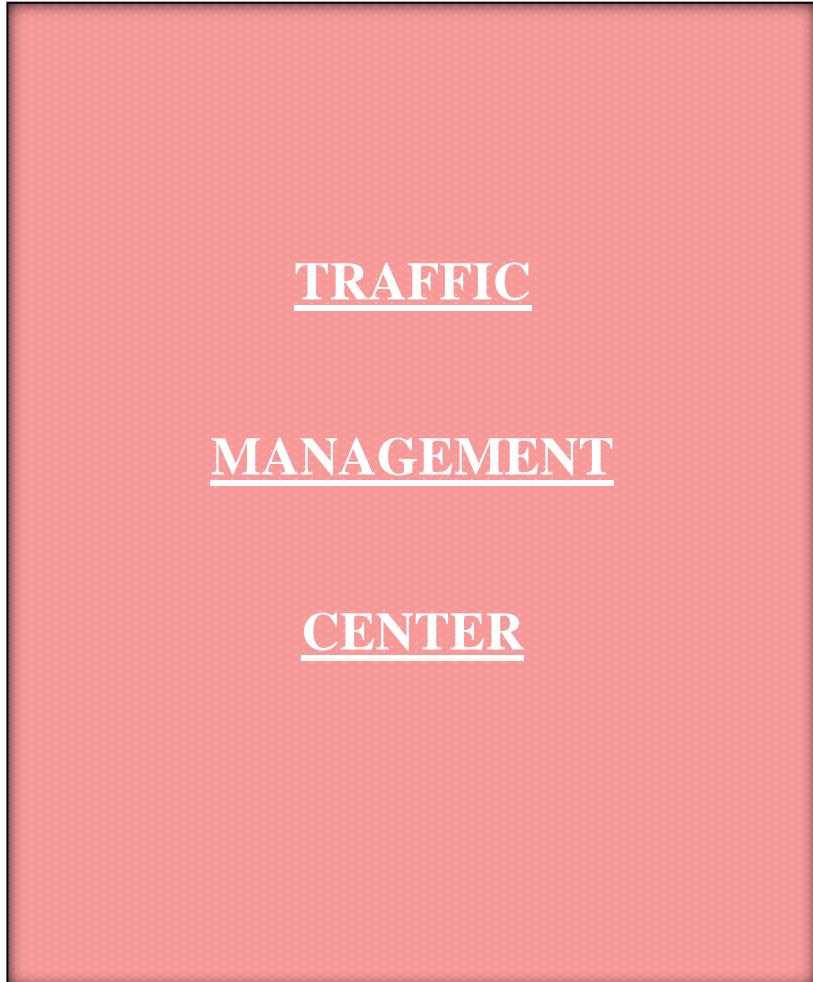
1. Operator performance and competency Comment: _____
2. Operator response and service with motorists Comment: _____
3. Operators follow scene safety guidelines Comment: _____
4. Operators follow Quick Clearance practices Comment: _____
5. Operator and TMC communication/cooperation Comment: _____
6. Condition of trucks and equipment Comment: _____
7. Attitude and responsiveness of management Comment: _____
8. Extent and clarity of records and documents Comment: _____
9. Overall quality control and compliance with contract Comment: _____
10. Cooperation with Department personnel Comment: _____

Total _____

Rater Initial _____

Instructions:

- o Only rate items of which you have knowledge. Otherwise enter N/A.
- o Rate the vendor performance in your geographic area
- o Comments for each item rated are helpful and appreciated.



TRAFFIC MANAGEMENT CENTER (TMC)

TMC Program Details

Both the Turkey Lake and Pompano Traffic Management Center (TMC) locations started major renovations and enhancements throughout the second half of 2017 in preparation for Express Lanes operations. The progress of both projects is chronicled in this report.

With 24 hours, 7-days-a-week staffing, the Turnpike TMC facilities provide incident management coverage utilizing:

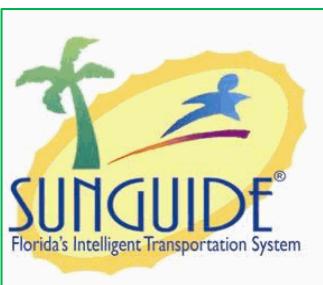
- 569 CCTV cameras
- 82 Dynamic Message Signs (DMS) along the Turnpike mainline/connecting arterials
- Four DMS on the Beachline Expwy (Toll 528)
- 12 DMS on Toll 589 (Veterans Expwy/Suncoast Parkway General Purpose)
- 15 highway advisory radio stations
- 21 DMS on the Sawgrass Expwy. /connecting arterials
- Two DMSs on Toll 429 (Western Beltway)
- Six Express Lane Status DMS (LSDMS)
- 15 Citizen Band Radio Alert System stations
- Seven DMS on Toll 417 (Seminole Expwy. and Southern Connector Extension)
- Four DMS on Toll 570 (Polk Parkway)
- Seven Express Lane Toll Amount DMS (TADMS)

%	2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
9%	Crash	1,049	966	1,129	1,018	1,149	1,292	1,117	1,211	1,150	1,389	1,294	1,119	13,883
4%	Abandoned Vehicle	396	372	470	433	502	452	488	504	483	543	492	481	5,616
27%	Debris	3,025	2,986	3,344	3,348	3,508	3,449	3,839	3,766	3,115	3,620	3,696	4,004	41,700
45%	Disabled Vehicle	5,012	5,145	5,922	5,660	6,041	5,880	6,385	6,228	6,164	6,068	5,816	5,766	70,087
3%	Congestion	190	441	420	389	510	452	478	450	400	450	427	351	4,958
13%	Other	1,829	1,597	1,907	1,643	1,700	1,646	1,500	1,776	1,165	1,794	1,874	1,834	20,265
100%	Total Events	11,501	11,507	13,192	12,491	13,410	13,171	13,807	13,935	12,477	13,864	13,599	13,555	156,509

2017 Traffic Management Center SunGuide Events

TMC team members work closely with Florida Highway Patrol (FHP) Troop K and other agencies to detect, verify, and mitigate incidents.

Under the supervision of advanced traveler information system (ATIS) team leaders at each facility, TMC team members coordinate the Road Ranger Safety Service Patrol operators by dispatching them on the Turnpike Mainline, Homestead Extension of Florida's Turnpike, Sawgrass Expressway (Toll 869), and Veterans Expressway/Suncoast Parkway (Toll 589) through the 800 MHz Statewide Law Enforcement Radio System (SLERS), an automatic vehicle locator (AVL) system and direct-connect communications.



Florida's Turnpike's TMC also has committed staffing at the FHP Troop K, Lake Worth Dispatch Center, with two-plus full-time FHP dispatch TMC team positions, thus improving service to Turnpike customers. The FHP dispatch center is staffed by TMC team members over two shifts: from 6 a.m. to 2:30 p.m. and 2 p.m. to 10:30 p.m., seven days a week. TMC staff members work closely with FHP Dispatch in tracking performance measures of the STARR program. Florida's Turnpike Enterprise (FTE) is also an integral part of the Florida Statewide 511 Traveler Information Service.

TRAFFIC MANAGEMENT CENTER (TMC)

TMC Program Details (continued)

The coordination between FHP command, TMC team members, and FHP dispatchers and troopers enables the TMC to assume a more proactive role in incident management along its roadways in terms of emergency verification and response, dissemination of traveler information, and agency notifications. The TMC, in its role as the 24-hour communications hub for the Turnpike, performs essential duties to support FTE Rapid Incident Scene Clearance (RISC) and Specialty Towing and Roadside Repair programs (STARR). This accurate and timely exchange of information results in the enhanced utilization of the Turnpike's ITS devices and efficient resource sharing. The Turnpike TMC has an assigned console position responsible for managing FHP Dispatch's video wall.

TMC Team Members

Both TMC locations, Pompano and Turkey Lake, have highly-trained and dedicated staffs, working 24/7 monitoring activities on all Turnpike roadways. With more than 120 years of collective experience, TMC operators perform numerous safety-related activities during a day.

Pompano Lake Worth Team	<ul style="list-style-type: none">• Chris Gueldner (Posthumous)• Gregory Cacioppo• Takisha Brown• Kimberly Parker• Sheryl Pistarelli• Jelena Joseph• T K Brown• Darcy Darmody• Robert Jacques• Nikkei Smith• Krysta-Liah Rivera• Denise Ives• Jack Wabba	<ul style="list-style-type: none">• Richard Serrano• Leola Jones• Feldstein Jean-Hilaire• LaShanda McFadden• Mark Mazin• Brianna Houston• Isamba Parker
Turkey Lake Team	<ul style="list-style-type: none">• Michele Gustafson• Marsha Marcella• Anibal Santiago• Caitlin West• Jason Mason• Gilberto Villanueva• Jackie Compton• Vito Bonacchi• Michelle Asselin• Leandro Santos• Chris Pena• Eric Compton	<ul style="list-style-type: none">• David Wronski• Sammy Arce• Jason Mason• Paul Binder• Ashley Perez• Joseph NeSmith



Pompano Beach TMC



Lake Worth TMC Desk



Turkey Lake TMC

TRAFFIC MANAGEMENT CENTER (TMC)



Traffic Management Center Locations

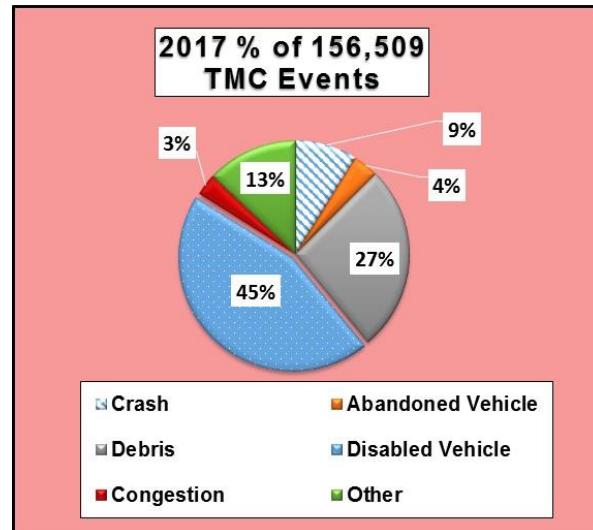
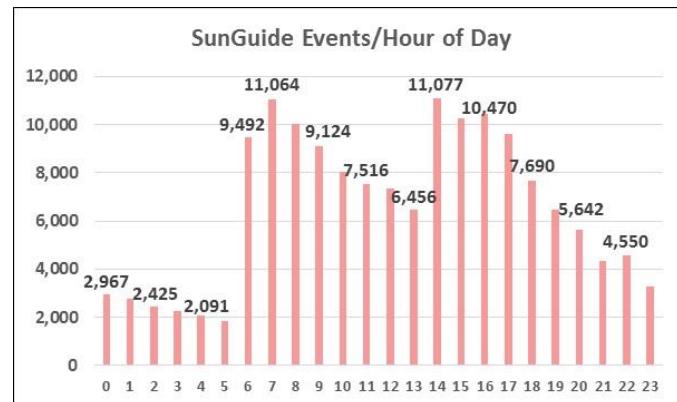
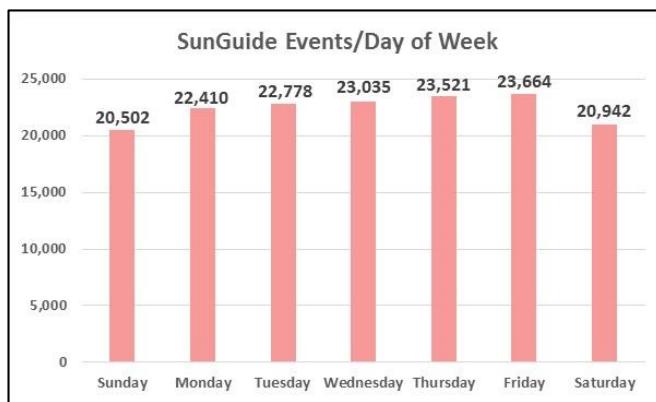
TRAFFIC MANAGEMENT CENTER (TMC)

2017 TMC Performance Measures

- ❖ Secured Florida Highway Patrol case numbers and created 3,493 OMS work order tickets for property damage, debris, and emergency response events on the Turnpike system.
- ❖ Entered 3,487 scheduled and emergency road work events with supporting messaging.
 - 49 Full Roadway Construction Closures with Detour with pre-messaging 72 hours in advance of closure
 - Entered 690 FDOT District inter-agency events
- Special Vehicle Alerts on Dynamic Message Boards
 - 260 Silver Alerts –missing elders with dementia or other cognitive impairment
 - 0 LEO Alert - an offender who has killed or seriously injured a law enforcement officer
 - 7 Amber Alerts - missing or abducted child believed to be endangered

2017 ITS DEVICE USAGE

- 15,943 Dynamic Message Sign (DMS) activations
- 1,287 CB Radio Advisory System (CBRAS) activations
- 3,215-plus events with Highway Advisory Radio (HAR) activation
- 6,702-plus events published to the Florida 511 System



TRAFFIC MANAGEMENT CENTER (TMC)

Enhanced Dynamic Message Sign Messaging

The TMC's posting of special DMS signage for the Turnpike's ongoing revamped Safety PSA campaign continued in 2017. The customized messages were aimed at gaining increased driver attention and awareness to problems such as driving responsibility and distracted driving.



Note: Additional special message DMS signs will be seen later in this section of the report.



The above snapshots taken on January 22nd from a Turnpike Wrong-Way detector on the HEFT northbound off-ramp to NW 106 Street clearly show a vehicle entering in the wrong direction. Upon receiving the accompanying audio alarm in the TMC, ATIS Richard Serrano quickly notified FHP and the area Road Ranger of the alarm and lit nearby DMS with a warning message. Richard then monitored the area with CCTV cameras, FHP patrolled the area and the Road Rangers were on the lookout for the vehicle. Fortunately, the vehicle was not found and the alert was cleared.

TRAFFIC MANAGEMENT CENTER (TMC)

Turnpike TMC Tours

Date	TMC Tour	Facility	Comments/Attendees
2/23/17	Discover Engineers Week	Turkey Lake	<p>As part of "Discover Engineers Week" the Turnpike celebrated "Girls Day" on Thursday, February 23th, a day dedicated to helping girls discover engineering. In conjunction with Women's Transportation Seminar Central Florida Chapter, Turnpike staff hosted 30 eighth grade girls and provided them with tours of the TMC and SunWatch.</p> 

thank you so much! - Kaelyn Turball
 Thank you - C. H. Moore

Thank you! - Natalie Trivison
 Thanks ANYSSA
 Thank you! - Isabella Ross
 THX! The tour was amazing! - A lot of fun - Alondra
 Thank you! - Thanks the trip was so much fun - Sun Alondra

Julie He - Amazing! - Thanks the trip was fun
 Boysinger - Amazing! - Thanks the trip was fun
 Thank you! - Emily - Destinee Blackmon - Thank you! - It was fun - I enjoyed it - Sun Alondra

Dear Mr. Hilbert's team,
 We just wanted to write you and your team a personal note to thank you for the TMC tour. The passion showed by you and your team was a powerful example of how we need to work as a team to accomplish a goal. Each application helped us to get a better glimpse of how all parts of a system work together to achieve more! Again thank you!
 Linda Wicker and my 8th grade girls S.T.E.M. class

Thank You note received from the students who attended the DEW tour

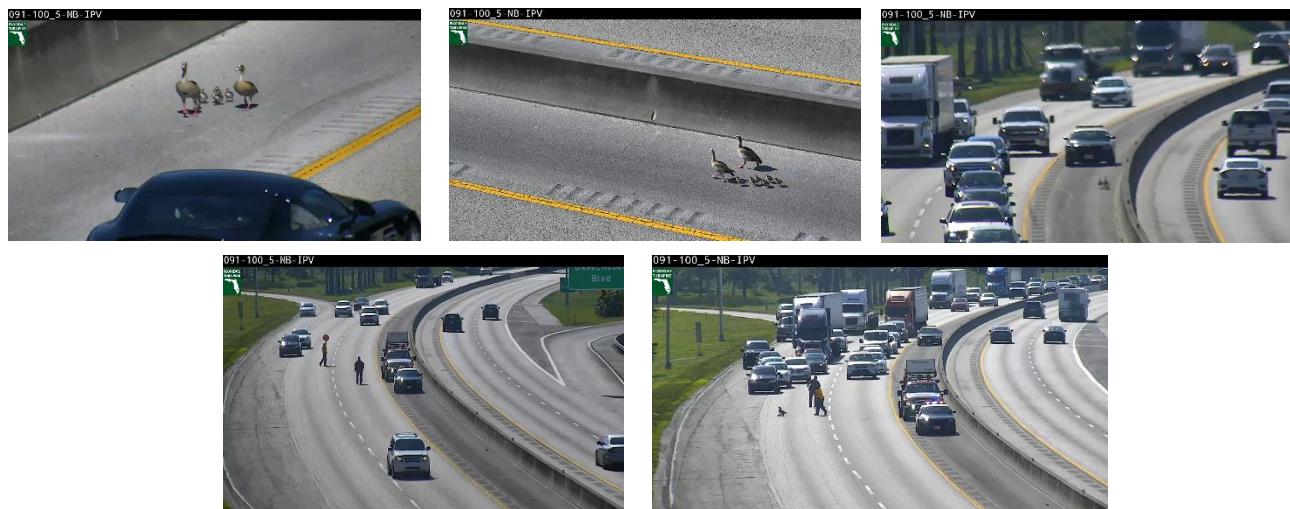
2/23/17	KYRA Solutions Tour	Turkey Lake	<p>Eric Gordin gave representatives from KYRA Solutions, an Information Technology firm working under a Tolls contract a tour of the Turkey Lake TMC and an overall view of the upcoming Express Lane project.</p>
			

TRAFFIC MANAGEMENT CENTER (TMC)

The TMC Looks Out for the Safety of All

On February 27th, a report came into the TMC regarding a family of ducks walking along the median shoulder in Palm Beach County. Within minutes, the TMC would locate the ducks on a CCTV camera, place the video on the FHP Dispatch video wall, monitor the FHP dispatcher relay the information from the camera to the trooper in route and dispatch Romeo 7 to the scene to assist.

As seen in the CCTV snapshots below, the trooper arrived on scene and parked his cruiser on the shoulder to protect the ducks. Romeo 7 then pulled up behind the trooper and used his arrow board to alert drivers to the incident. Then the trooper and Romeo 7 carefully stopped traffic to allow the trucks to safely cross over to the right shoulder and then off the Turnpike.



While this may seem a bit overblown, it is important to remember that any incident that is out of the ordinary can become a distraction to drivers, resulting in an incident or a crash.

Express Lanes Hands-On Orientation

On March 3rd, Pompano TMC ATIS Shift Supervisors Richard Serrano, Grep Cacioppo and Darcy Darmody, along with Karla Smith, visited the FDOT District 6 Traffic Management Center located in Miami. The four-hour visit to District 6 TMC focused on Express Lanes (EL) Operations.



TRAFFIC MANAGEMENT CENTER (TMC)

Express Lanes Hands-On Orientation (cont.)

The District 6 EL Operators demonstrated how real-time events are managed within the Express Lanes and how to use the Operations Task Manager (OTM), a program that is used for Express Lanes Management and toll dynamic pricing. An array of topics was covered during this exercise, from dispatching of Express Lane Road Rangers, how Express Lanes are impacted whenever a major incident occurs, and different functionalities within OTM program.

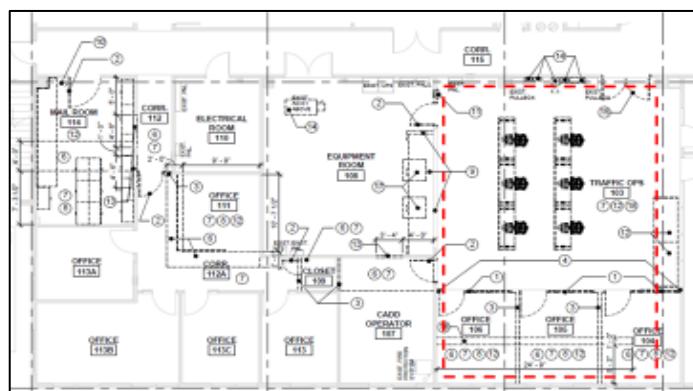


The session proved valuable to the Pompano TMC managers in that they could gain first-hand knowledge of Express Lanes Operations, and will be able to share what they have learned with the rest of the TMC team for the upcoming Turnpike Express Lanes Project.

TMC Expansion/Renovations

With the anticipation of the Turkey Lake TMC operating Express Lanes on the Veterans Expressway and the Pompano TMC operating Express Lanes on the HEFT, the need arose to expand and reconfigure the Turkey Lake TMC, originally built in 2002, and reconfigure the Pompano TMC. A work schedule was developed in early March for both TMCs relative to their start of Express Lanes operation, with Turkey Lake TMC the first center to be revamped.

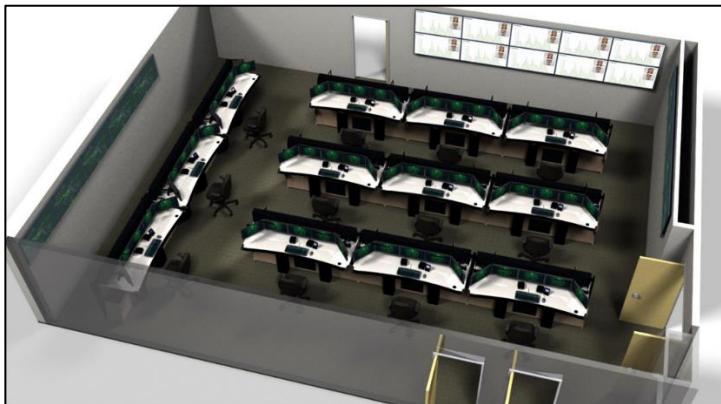
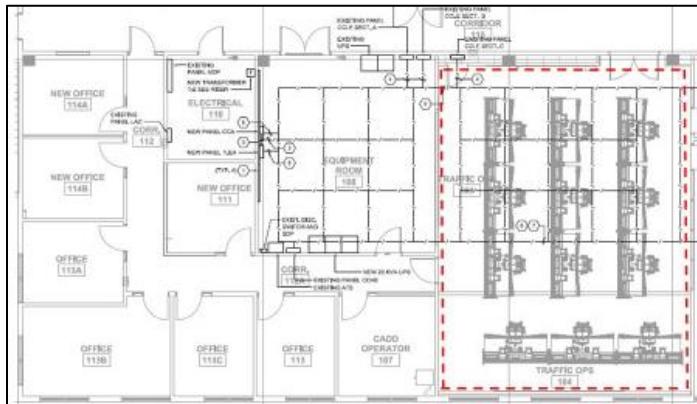
First, the basic design of the new Turkey Lake TMC was developed. The two-console layout below was decidedly too small to handle the expanded workload associated with Express Lanes.



TRAFFIC MANAGEMENT CENTER (TMC)

TMC Expansion/Renovations (cont.)

After a review of numerous possibilities, it was decided to expand the TMC floor space (see below) by adding a third console in the middle of the main TMC area and to knock out the three-existing office adjacent to the TMC and make that area the Express Lanes TMC work area.



With the plans finalized, July 10th was set as the target date to start the demolition of the old TMC and the construction of the new TMC. Modifications to the Pompano TMC were slated to occur concurrent with the Turkey Lake renovations. Updates will be seen throughout this portion of the report.



**DRIVING IN RAIN
LIGHTS ON
FLASHERS OFF**



Customized Dynamic Message Signs Displayed during the Spring Driving Season

TRAFFIC MANAGEMENT CENTER (TMC)

Full Closure of the Suncoast Parkway (TOLL 589)

On Saturday evening, May 6th, a large brush fire close to the Suncoast Parkway in Pasco County forced law enforcement officers to order a closure of the roadway between Exit 19, SR 54 and Exit 27, SR 52. The smoke from the fire carried directly over the Parkway, and there was also a concern for embers falling on vehicles.



After receiving the call from FHP Dispatch, ATIS Eddy Stinson and his TMC crew jumped into action. A call was made to Jorgensen Contract Services, the Asset Maintenance contractor for the Suncoast to dispatch long-term MOT for the detour points at SR 54 and SR 52. A Jorgensen crew happened to be near SR 54, so they could set up the detour quickly. The second crew for the detour at SR 52 was in the process of dispatch. So, the TMC directed Victor 5 from new Road Ranger vendor AutoBase to set up the detour at SR 52 until Jorgensen's arrival.



Once the detours were in place, the TMC monitored the traffic flow at each location. Upon noticing that there was a backup of the traffic approaching and passing through the toll plaza at SR 54, the TMC contacted FHP Dispatch and suggested a toll suspension to help the traffic flow improve. The FHP Sergeant in charge of the detail agreed and ordered the suspension.



The fire and the subsequent closure continued through the night and into the next morning with heavy smoke covering portions of the roadway.

However, an hour after the snapshot to the left was taken, the smoke cleared and FHP ordered the roadway to be open.

The TMC contacted Jorgensen to direct them to quickly take down their long-term MOT and open the roadway. Once the road opened at SR 54, the TMC contacted Turnpike Tolls to inform them the toll suspension was lifted. Overall, everything possible was done to minimize the inconvenience to our customers.

TRAFFIC MANAGEMENT CENTER (TMC)

Holiday Weekend Travel Monitoring

While traffic volume has picked up dramatically on the Turnpike system, historically, there are times when the volume is extremely heavy. This is seen during the three summer holiday weekends of Memorial Day, July Fourth and Labor Day, as well as the Easter and Thanksgiving Day weekends. This large increase in traffic volume, with its accompanying increased number of crashes and traffic incidents, puts the TMC Team to the test.

This year, the Memorial Day weekend fell on May 26th to May 29th. In preparation for the weekend, pre-determined congestion and service plaza ramp closure DMS messages were formulated, portable message boards which were controlled remotely via SunGuide were deployed, extended Road Ranger coverage was requested, all construction activities were suspended and extra law enforcement coverage was set up for the service plazas.

Throughout the weekend, extra shift coverage was set up in each TMC location, with Monday, Labor Day itself, having the largest number of team members working. The heavy workload was evenly distributed amongst all those working, with specific duties, such as Road Ranger coverage assigned.

Over the course of the weekend, the TMC Managed 141 crash events and 29 congestion events, which was a decrease of 38 percent less than the number of congestion events recorded through the same weekend in 2016. Examples of these events are:



Heavy northbound volume in the Fort Pierce Service Plaza on Friday afternoon



A crash within heavy Keys-bound traffic on Saturday morning



MegaCon at the OCC causing heavy congestion on the Beachline on Sunday morning



Bumper-to-bumper traffic approaching the Three Lake Toll Plaza as folks head home on Monday afternoon



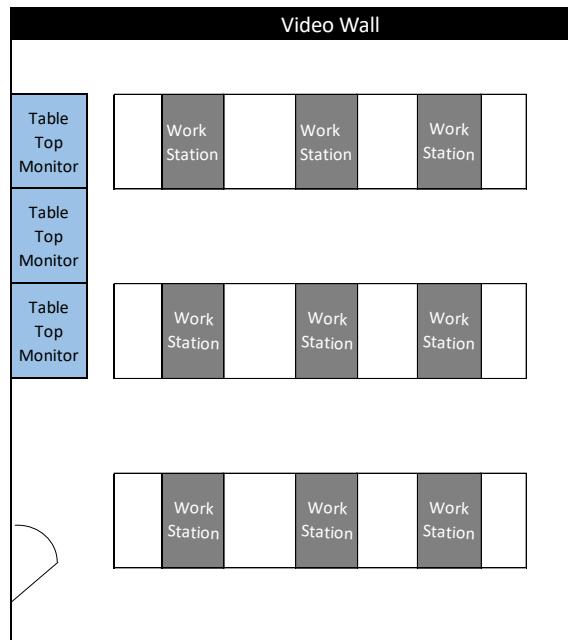
The heavy congestion continued south through Palm Beach County



TRAFFIC MANAGEMENT CENTER (TMC)

Pompano TMC Enhancements

While the Turkey Lake TMC needed major renovations for the anticipated Veterans Express lanes completion, the Pompano TMC has begun conceptual planning of renovations to manage the anticipated 2018 HEFT Express Lanes. The first phase of renovation in Pompano included the replacement of the existing video wall. The second phase is anticipated to include an additional video wall display and several ceiling mounted monitors to display traffic and Express Lanes information.



Floor Plan Before Enhancements

Minneola Interchange Opening

A new all-electronic interchange from Florida's Turnpike to Hancock Road in Minneola at mile post 278 opened on June 10th. To commemorate this important event, the City of Minneola hosted a "Turnpike Minneola Interchange Grand Opening Christa Deason Memorial 5K Run/Walk Celebration".



Shortly after the 5K concluded, the interchange was opened to traffic and the TMC began to observe vehicles entering and exiting. In preparation of the interchange opening, the Turnpike's TMC has closely monitored the construction zone and reported on monthly crash statistics to the construction contractor. In addition, new event management locations were added to the Turnpike's SunGuide software to accommodate managing events on these new ramps. The TMC monitors the new ramps on camera and closely watches the impact the new ramps will have on relieving the recurring congestion at the very busy MP 272/Clermont interchange.



TRAFFIC MANAGEMENT CENTER (TMC)

Guardrail Crashes

At the request of the FDOT Office of Maintenance, TMC operators are taking a snap shot of any crash that involved guardrail approach terminals or crash cushions. The snap shot is included in the maintenance report which will help the Maintenance Office see how the vehicle impacted the guardrail approach terminal or crash cushion.

The snap shot, such as the one to the right taken on June 14th at mile post 154 northbound by Lead Operator Sammy Arce, is immediately emailed to the Office of Maintenance as well as the TMC managers.

This procedure assists maintenance personnel in evaluating how the guardrail approach terminals and crash cushions operate in the field.



ATIS Boot Camp

On June 20, 2017, Karla Smith and Kelly Kinney lead the 7th annual ATIS Bootcamp at the Turkey Lake Operations Building. This extremely valuable training is held annually and provides a face-to-face training opportunity for the Turnpike's six ATIS Team Leaders. The group started the session with a team building exercise and moved into a lesson on learning styles and motivational techniques for their teams.



The ATIS reviewed detailed express lanes scenarios and developed a lot of conversation about incident management and pricing changes when managing express lane events. In the afternoon, the conversation focused on the TMC's quality control measures, training modules, and updating the TMC's standard operating guidelines. The session wrapped up with discussion of the annual Operator training sessions and certification test materials.



TRAFFIC MANAGEMENT CENTER (TMC)

Express Lanes Operators' Field Trip

On June 22nd, Kelly Kinney, accompanied by newly promoted Express Lanes Operators Caitlin West, Marsha Marcella and Jason Mason traveled to the FDOT District 6 TMC in Miami to get a hands-on demonstration of the SunGuide EL software and an overview of Express Lanes operation in general.

Former Pompano TMC Manager and now District 6 TMC Manager, Alex Mirones (seen to the right), detailed the high notes and lessons learned with the FDOT District 6 experience in Express Lanes over the last nine years. The Turnpike staff was given an in-depth look at the Operations Task Manager (OTM) software and the Express Lane module. The Turnpike Express Lane Operators saw the graphical view of express lanes within the software and the District 6 team demonstrated how the software produces pricing changes and confirmation of field devices every 15 minutes.



A joint effort by Turnpike Roadway Maintenance, Traffic Engineering and the TMC is aimed at eliminating “blind spots” caused by trees and shrubs growing over the roadway, such as this on TOLL 417.



Promotions in the TMC

On July 1, 2017, Jason Mason was promoted to TMC Express Lanes Operator in the Turkey Lake TMC. Jason's background is in editing and announcing for national traffic radio programs. Jason has been a critical Lead Operator on the second shift in the Turkey Lake TMC for nearly five years.



On July 1, 2017, Caitlin West was promoted to TMC Express Lanes Operator in the Turkey Lake TMC. Caitlin's background is in emergency communications operation and she has worked in the TMC for two years, serving as a Lead Operator on various shifts. Caitlin has quickly proven to be a huge asset for the team.



TRAFFIC MANAGEMENT CENTER (TMC)

Promotions in the TMC (cont.)

On July 29, 2017, Marsha Marcella was promoted to ATIS Team Leader in the Turkey Lake TMC. Marsha has been working with the Turnpike TMC for four years, most recently as a Lead Operator/Express Lanes Operator. Marsha's background is in operation's management and she has been a key member of the TMC team.



On August 4, 2017, Anibal Santiago was promoted to TMC Express Lanes Operator in the Turkey Lake TMC. Anibal's background is in retail management and he has worked in the TMC for nearly four years, most recently as a Lead Operator. Anibal will be a key member of the team to operate the pricing software and incident management for the Turnpike's express lanes.



Managed Lanes Symposium

On July 17th and 18th, Kelly Kinney attended the IBTTA/TRB Joint Symposium on All Electronic Tolling (AET) & Managed Lanes in Dallas, Texas. The conference focused on financing, planning and operations for managed lanes, as well as enforcement and success measures.



In several sessions, presenters from around the world expounded on the outcomes of their management lanes projects and long-term research project outcomes as they relate to managed lanes usage and benefits.

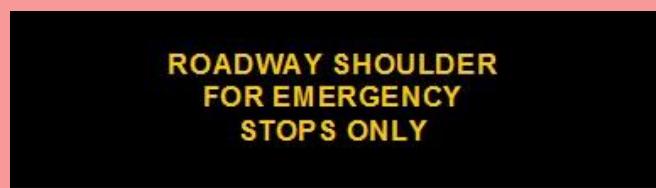


Sessions of special note included the Turnpike's presentations on the SunTrax facility and the network of managed lanes projects from around the state. The conference was well attended by agencies from around the United States that have implemented managed lanes facilities in the last ten years. This allowed for great conversation and Q & A for members entering this arena for the first time. The conference also allowed for important discussions about the future challenges of managed lanes facilities, including vehicle passenger occupancy measurement, securing and managing data, increasing maximum tolling thresholds for maturing managed lanes, public outreach mechanisms, and the future of interoperability.

TRAFFIC MANAGEMENT CENTER (TMC)

Turnpike TMC Tour

Date	TMC Tour	Facility	Comments/Attendees
8/15/17	Road Ranger Contract Prospective Vendors	Turkey Lake	As part of the contract award process for the upcoming Mainline Road Ranger contract, five prospective vendors toured the Pompano TMC to gain insight into how the TMC dispatches and relates to the Road Rangers. Technical questions were also answered concerning the connection to the SunGuide software.



Customized Dynamic Message Signs Displayed during the Summer/Fall Driving Seasons

Let the Make-Over Begin

On October 10th destruction and construction began on the renovation and expansion of the Turkey Lake TMC. The six-month project is expected to turn the TMC into a state-of-the-art facility, with a completion date of March 18, 2018.

Below are some before and during photos at the beginning of the project:

TRAFFIC MANAGEMENT CENTER (TMC)

Let the Make-Over Begin (cont.)



Turnpike TMC Tours

Date	TMC Tour	Facility	Comments/Attendees
11/07/17	Columbian Chamber of Infrastructure	Turkey Lake	<p>Kelly Kinney hosted the Infrastructure Chamber from Colombia at the Turkey Lake TMC when they visited the Turkey Lake TMC to get a first-hand look at the TMC operation. Eric Gordin gave a PowerPoint presentation on all aspects of the Turnpike's Incident Management programs.</p> 

TRAFFIC MANAGEMENT CENTER (TMC)

Turnpike TMC Tours (cont.)

From Bob Alderman, P.E., Turnpike HNTB Program Director:

“WOW!!” stated Jose Fernando Villegas Hortal, Executive Director CCI at the end of a great day at FTE.

That was one of words that I could understand the translation from Spanish to English as we wrapped up the Colombian Chamber of Infrastructure (CCI) tour on Tuesday. The Executive Director and the entire delegation were so grateful and enthusiastic about the Turnpike presentations and tours. They were extremely impressed with our passion for what we do every day but they were also impressed with the technical excellence that FTE demonstrated.

I want to personally thank all of you that presented, translated, answered countless questions, provided tours and information and all the other activities that went in to making this a great day at FTE for CCI. It truly was a TEAM effort.

Date	TMC Tour	Facility	Comments/Attendees
11/08/17	World Class Benchmarking - Singapore 	Turkey Lake	A group from World Class Benchmarking - Singapore visited the Turkey Lake TMC to hear from Kelly Kinney details of the Turnpike's Traffic Operations contracts and public private partnerships as part of the Incident Management program.

Thanksgiving Weekend Travel Monitoring

Historically, the five-day Thanksgiving holiday travel period has been the busiest time of the year for the Turnpike TMC. The large increase in traffic volume, with its accompanying increased number of crashes and traffic incidents, puts the TMC Team to the test.



The Turkey Lake TMC Team Tracking the Holiday Traffic

TRAFFIC MANAGEMENT CENTER (TMC)

Thanksgiving Weekend Travel Monitoring (cont.)

In preparation for the weekend, pre-determined congestion and service plaza ramp closure DMS messages were formulated, portable message boards which were controlled remotely via SunGuide were deployed, extended Road Ranger coverage was requested, all construction activities were suspended and extra law enforcement coverage was set up for the service plazas.

Over the course of the holiday weekend from Wednesday, November 22nd through Sunday, November 26th, the TMC Managed 200 crash events and 42 congestion events, managing an increase of 13 percent of total events and a 25 percent increase in lane blocking crashes over the same weekend in 2016. Examples of these events are:



Congestion approaching the Leesburg Mainline Toll Plaza



Congestion approaching the Three Lakes Mainline Toll Plaza



Congestion approaching Ft Pierce Service



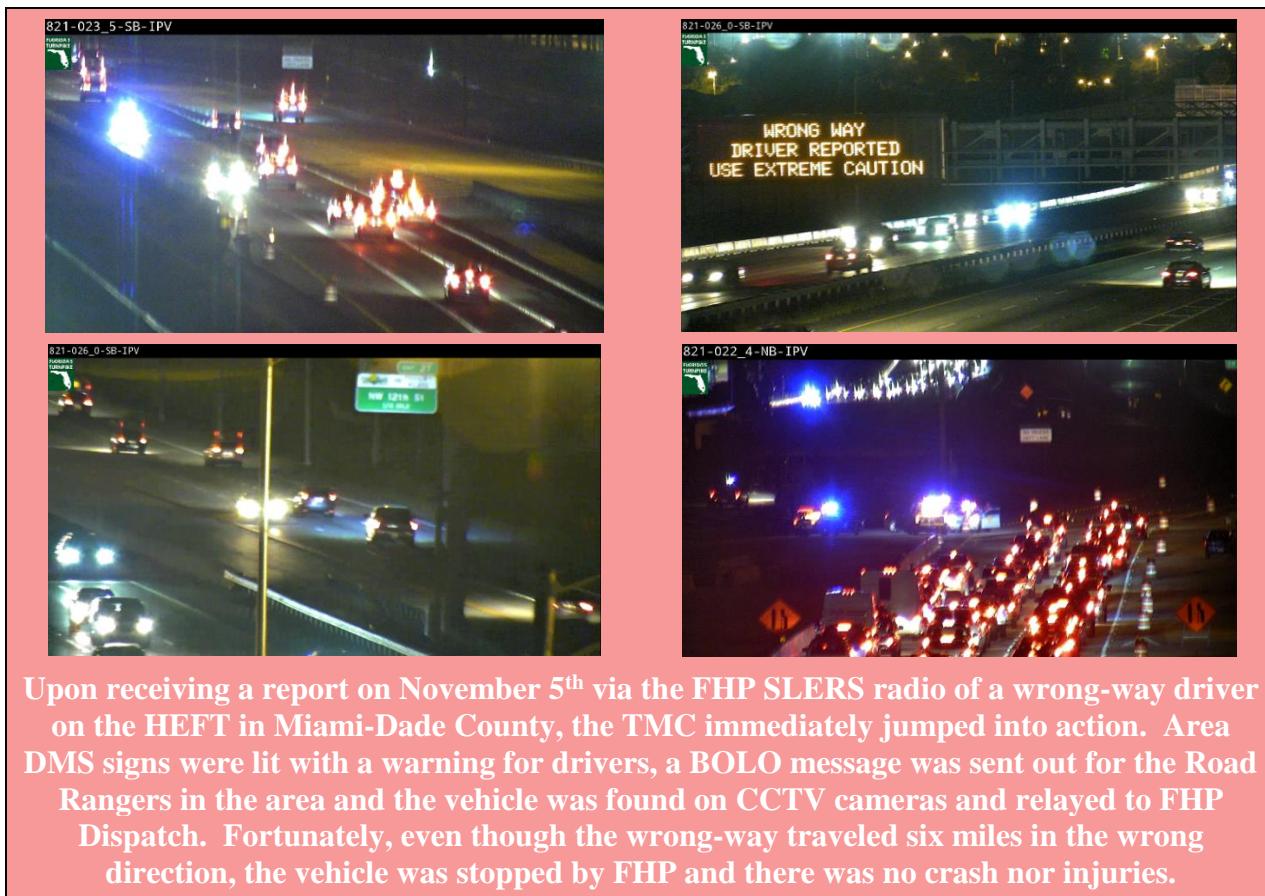
**Lane blocking crash at MP 167 SB
(resulting in a 10-mile delay)**



Congestion at the SR 60/Yeehaw Junction interchange

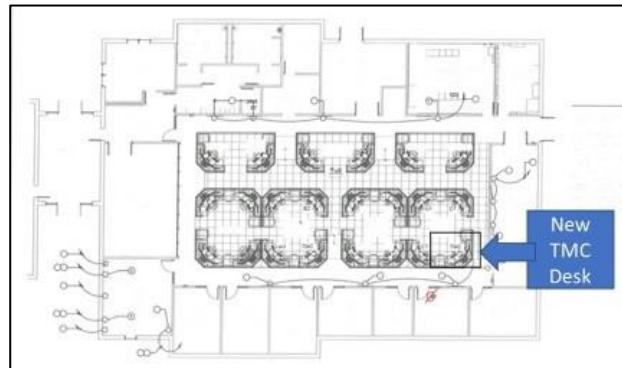
Over the course of the weekend, the number of lane-blocking events (72) was a 26 percent increase over that of 2016 (57) and the overall number of events (2163) was a 14 percent increase over that of 2016 (1892).

TRAFFIC MANAGEMENT CENTER (TMC)



FHP Lake Worth Dispatch Center Renovation

Major renovation of the Lake Worth Dispatch Communication Center in West Palm Beach took place in early December. The thirteen-day long project included updated work stations, installation of supplemental displays and newly renovated office spaces.



TRAFFIC MANAGEMENT CENTER (TMC)

FHP Lake Worth Dispatch Center Renovation

During the renovations, the FHP TMC Liaisons reported to the Pompano TMC, where they assisted with shift duties and took advantage of training opportunities with the shift ATIS. (The Troop K dispatchers relocated to offices between the Troops E and L Communication Centers and the call takers relocated to the conference room in Lake Worth during the renovation period.



The TMC monitored the POAT Motorcycle Rides on the HEFT on May 7th and December 2nd. The Ride benefits the POAT (Police Officer Assistance Trust) Fund that provides holiday gifts for surviving children of fallen police officers.

TMC Renovation Progress



The old video wall in the Pompano TMC was removed, the wall prepped for the new video wall and a temporary video display was set up the week of December 4th.



The video wall in the new Turkey Lake Express Lanes TMC was installed and tested the week of December 11th.

TRAFFIC MANAGEMENT CENTER (TMC)

TMC Recognition Program

The Turnpike Traffic Management Center Recognition Award program remains a success. This program is aimed at rewarding staff for their hard work and significant contribution. Each month, up to six TMC Team Members (can also include Traffic Operations staff from Technology, Traffic Engineering and Incident Management) were selected to receive an award and a gift card.

Team Members were recognized for the following categories:

- Above and Beyond the Call of Duty
- Leadership
- Most Improved Operator

The winners were announced at the monthly Traffic Ops recognition lunch and displayed on the TMC Recognition Board. A total of seventy-two individuals were recognized during the year

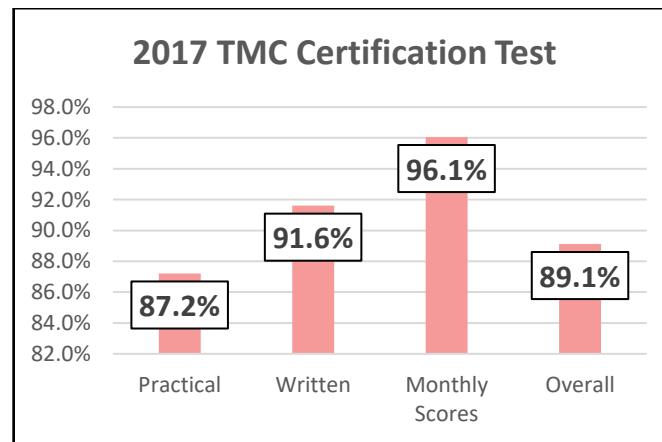


TMC Operator Certification Program

In 2017, all TMC Operators took part in small group training sessions with an ATIS Team Leader to review nine practical scenarios in preparation for the annual Certification Exam. Each Operator was assigned monthly quizzes and SOG modules with integrated quiz questions to assist in gaining a thorough understanding of TMC operations and Emergency Protocols. All Operators were given a standard two-part test consisting of a written exam and a practical exam. To include performance throughout the year and to better gauge Operator performance ability in the real-world setting, the results were calculated with the following break-down:

- ✓ 10% average monthly checklist scores
- ✓ 25% written test
- ✓ 65% practical test

This testing is used as a training tool to develop an individualized plan with each Operator to improve their skill level as well as using individual strengths to work more efficiently as a team and assist in training of peers. The results are calculated at three different skill levels are seen to the right.



The 2017 overall scores were slightly lower (1.4 percent) than the previous year's certification testing, reflecting the skill set of several first-year TMC team members taking the test.

TRAFFIC MANAGEMENT CENTER (TMC)

FDOT Executive Leadership TMC Notification Emails

At the direction of FDOT Central Office, the Turnpike TMC continued to send executive emails for major events on the Turnpike system. The emails notify FDOT Executive Leadership and their supporting agencies of unplanned events on limited access facilities. Events that trigger these emails include crashes with multiple fatalities, fog/smoke crashes, chain reaction crashes, bus crashes, police investigation closures, and bridge closure events.

SunGuide Event #: 1184449
Time of Incident: 11/11/2017 5:15:24 PM
Incident Type: Crash
Facility Name: Florida's Turnpike
Direction of Travel: Northbound
Mile Post: 7
County: Miami Dade County
Facility Status: Open
Duration of Closure: 3 hours, 28 minutes
Fatalities: 0
Injuries: 5
Number of Vehicles: 1
Types of Vehicles: Silver JEEP
Narrative and Response Action(s): -- Vehicle rollover. All lanes are open. All lanes were blocked Northbound for 1 hour and 28 minutes. The right lane was blocked Northbound for 2 hours. Delays extended 5 miles and have cleared. 5 injuries reported. No property damage. Roadway Maintenance was on scene for long-term MOT. TMC on call manager Karla Smith was notified. Incident was in a construction zone. Viewed on camera 7.2 NB.

An example of an Executive Email for the closing of a roadway

The emails are distributed to a designated list of emergency management, FDOT executive staff, and federal traffic personnel. The alerts are only sent for the initial closure, major updates, and event clearance. The TMC instituted procedures to ensure the emails are disseminated using the template above and sent from the Turnpike Traffic email account. In 2017, the TMC distributed 255 Executive Notification emails regarding 87 separate road-closure/lane-blocking events.

SunGuide High Profile Emails

When a major impact incident occurs, such as crossovers, canal entries, fatalities, RISC activations, detours, police activity, major property damage, toll plaza hits, trauma hawk landings or lengthy full closure incidents, the TMC sends out a “High Profile” email alert to Turnpike Management. The message contains information regarding the type of event, a brief description of vehicle/parties involved, duration of lane closure(s), injuries/fatalities involved, property damage, who responded to the scene, and RISC times if applicable.

TRAFFIC MANAGEMENT CENTER (TMC)

SunGuide High Profile Emails (cont.)

These SunGuide notifications serve as the primary source of notification for Turnpike Managers regarding incidents that may have media coverage or a significant impact to the Turnpike system. TMC staff generated and disseminated 1,026 High Profile alerts in 2017.

Tue 11/21/2017 10:56 PM
sunguide@floridasturnpiketraffic.com
High Profile:

Miami Dade County Florida's Turnpike NB Beyond MM 37

-- Vehicle crash with injuries. All lanes are open. All lanes were blocked Northbound for 23 minutes. The two right lanes were blocked Northbound for 46 minutes. One right lane was blocked Northbound for 3 hours and 4 minutes. All lanes were blocked Southbound for 16 minutes. Delays extended 2 miles Northbound and Southbound and have cleared. There were no detours or toll suspensions. One injury, transported by Trauma Hawk. Trauma Hawk arrived at 7:50pm and departed at 8:02pm. 1 panel damaged on median shoulder. 4 cable barrier posts damaged on right shoulder. Roadway Maintenance was notified. TMC on call manager Kelley Kinney was notified. Incident was not in a construction zone. Viewed on camera 37.2 SB.

Reported at 11/21/2017 07:12:30 PM Last Updated at 11/21/2017 10:52:09 PM
-1189534-

Example of a High Profile Email

DMS Public Services Messages

The TMC displayed the following PSAs on Turnpike DMS signs throughout 2017:

<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>
Hug Your Kids at Home Use Seat Belts in The Car	Move Over For Emergency Vehicles / It's the Law	Motorcycle Safety	An Alert Driver Can Avoid a Crash
<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>
Motorcycle Safety	Tire Safety	Drunk Driving	Back to School Follow the Rules Don't Text & Drive
<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Child Safety	It's Scary Enough Out Here -Put It Down	Don't be a Turkey -Don't Text & Drive	Don't Drive Tipsy Buzzed or Blitzen Be Here Next Year – Don't Text & Drive

TRAFFIC MANAGEMENT CENTER (TMC)

Turnpike TMC Tour

Date	TMC Tour	Facility	Comments/Attendees
12/19/17	Peloton Technology Representatives	Turkey Lake	<p>John Easterling led a tour of the Turkey Lake TMC for representatives of Peloton Technology. The tour was part of a five-day Peloton stay on the Turnpike in which Driver Assisted Truck Platooning was demonstrated using two Peloton-equipped Volvo VNL670 trucks platooning at about 65 feet apart.</p> 

Progress Continued in the Turkey Lake Express Lanes TMC



New Consoles Under Construction



New Consoles Completed



Eric Compton Prepared the Consoles for Operation



Finally, ready to go