

Florida's Turnpike Enterprise

Florida Department of Transportation



Talking T.I.M. Webinar Series
Innovative Towing Programs - August 28, 2019

Agenda

(1) Specialty Towing and Roadside Repair (STARR)

- STARR Program Overview
- A better alternative to tow rotation

(2) FHP - Emergency Tow Program

(3) Rapid Incident Scene Clearance (RISC) 2019

- One Vendor per Sector

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Florida's Turnpike Enterprise, Assistant Traffic Operations Engineer



Specialty Towing and Roadside Repair (STARR) Program



STARR Program Overview

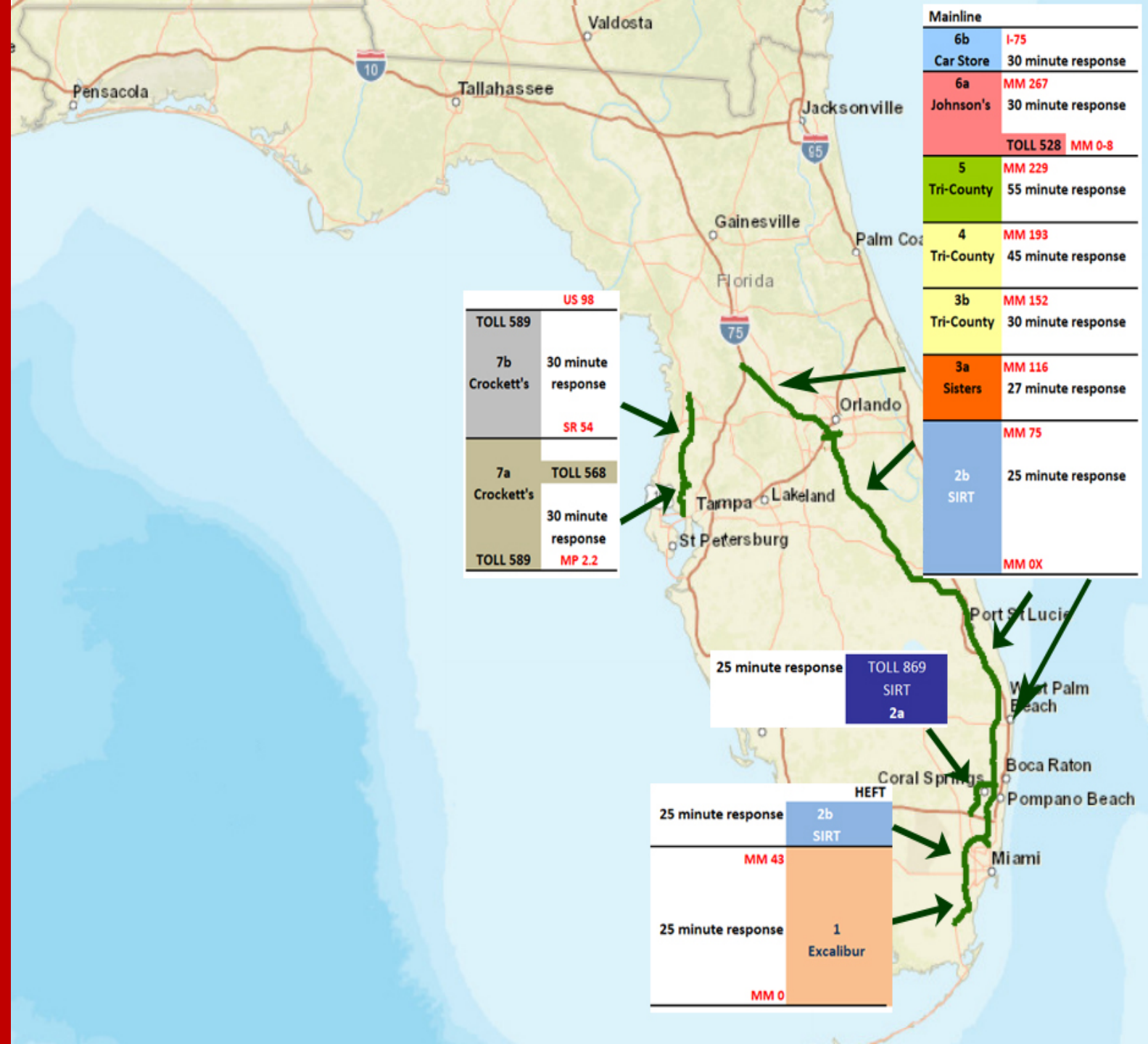
- Program goals
 - Increase travel time reliability
 - Improve service / safety to customers
 - Reduce secondary crashes
- Key component of the Turnpike's Emergency Evacuation Plan
 - Keep lanes open
 - Hurricane Irma
- Incentivized one-year contracts
 - Up to three (3) one-year renewals
- Cost-neutral for the Turnpike
- Dedicated tow vendors for all wrecker classes
- Class A light-duty wrecker committed response
 - Urban areas: within 30 minutes or less
 - Rural areas: within 45 to 55 minutes
 - For Florida Highway Patrol (FHP) dispatched calls

STARR Vendor Selection

- Competitive bid process
- Vendor performance is measured and communicated regularly
- Specially trained / certified personnel
- Wreckers and facilities are regularly inspected by Turnpike personnel to ensure compliance with STARR specifications
- Authorized STARR service vehicles are identified by a Florida's Turnpike Enterprise (FTE) decal



STARR Sectors and Response Times

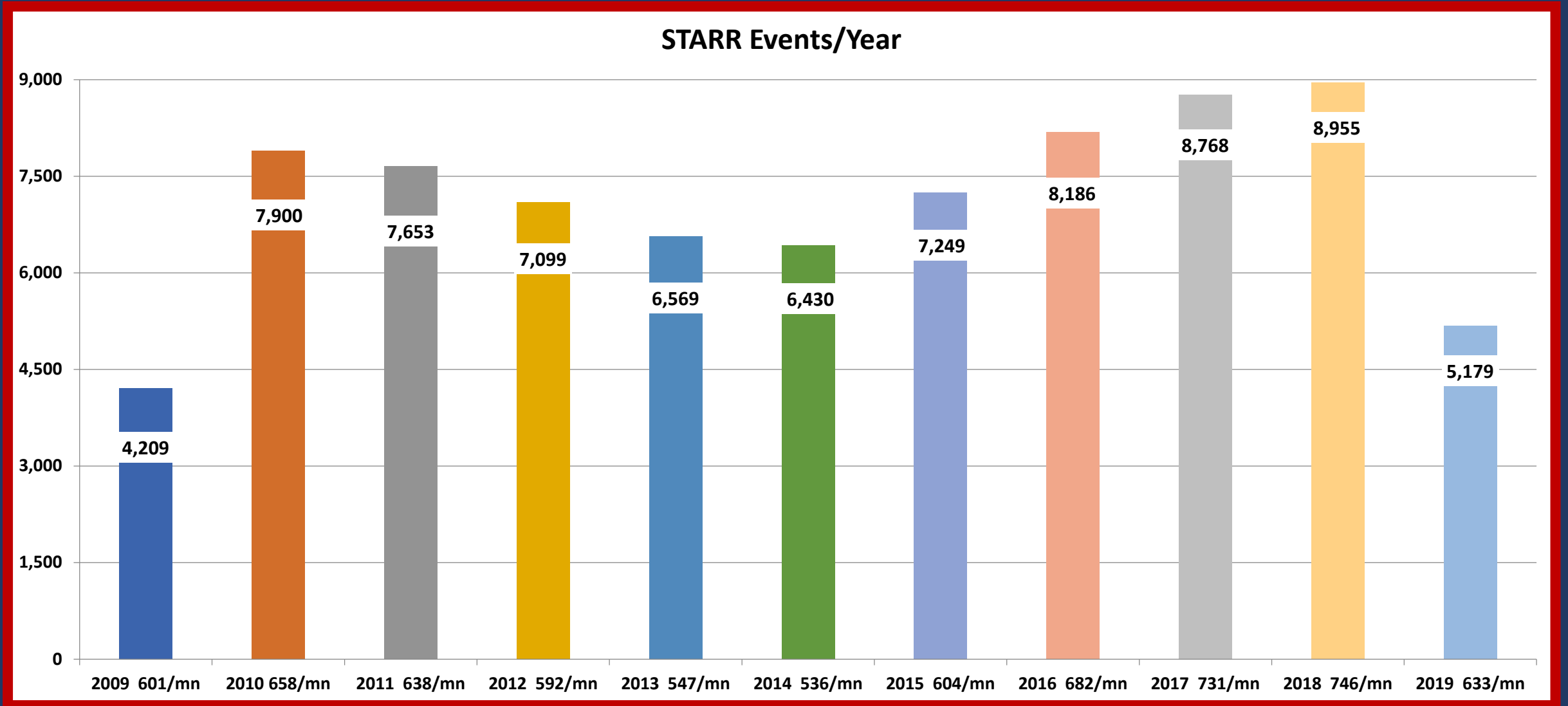




STARR Performance Highlights

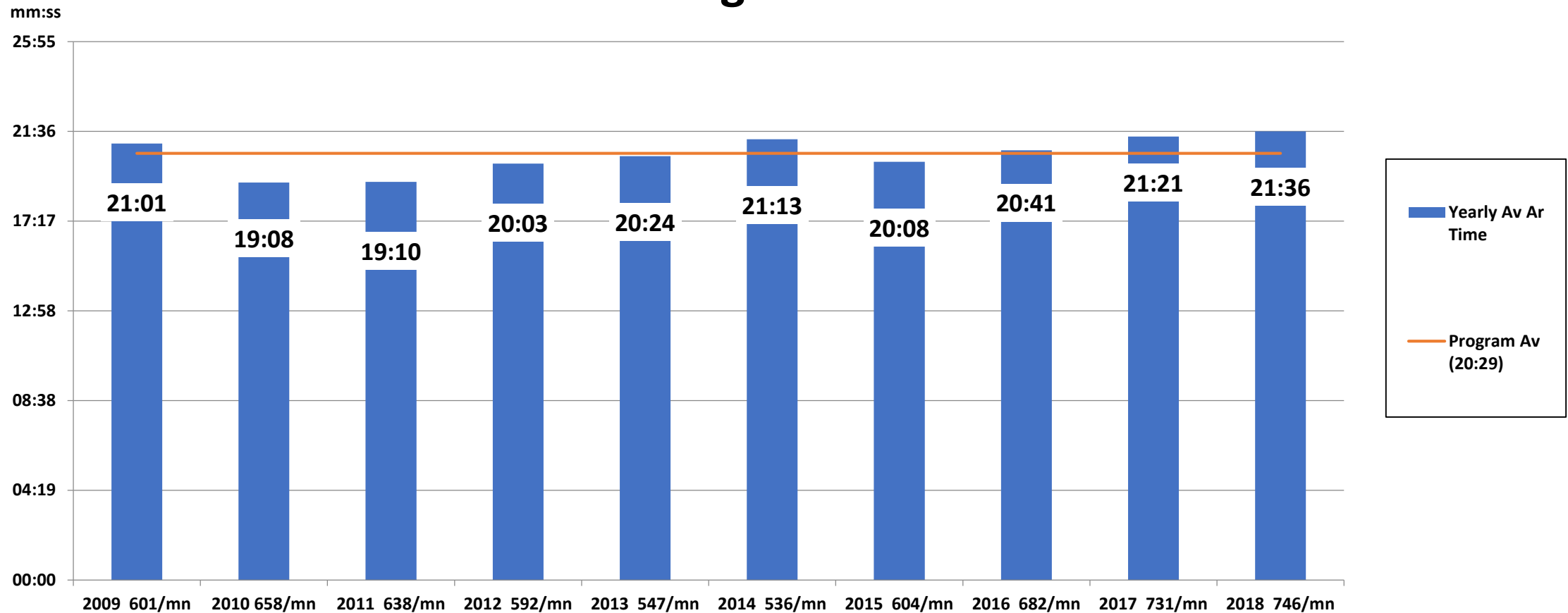
- Program started June 15, 2009
- More than 78,000 tow calls answered
- 90.4% on-time performance
- 20 min:32 sec average response time
- A better alternative to tow rotation

STARR Performance Measures



STARR Performance Measures

STARR Average Arrival Time



STARR Terminology

- **Insta-Tow:** A crash/disabled vehicle is verified via camera; FHP Dispatch calls STARR Vendor to the scene
- **Relocation from Travel Lane:** STARR company is dispatched by FHP to the scene of a lane-blocking vehicle to relocate the vehicle to the shoulder
- **FHP-Emergency Tow:** Free service offered to motorists offered in partnership with FHP (explained on next slide)
- **Turnpike/FHP Vehicle Tow:** STARR vendor tows/assists a Turnpike vehicle or an FHP cruiser
- **FHP-Directed Evidence Tow:** STARR vendor tows an impounded vehicle to/from a second location for evidence review
- **Debris Pickup:** Turnpike pays the STARR vendor in the unlikely event they are dispatched to a scene and all that remains is the crash debris



FHP - Emergency Tow Program

Assists drivers of disabled vehicles who prefer to make their own arrangements for assistance but are unable to secure response within a reasonably safe amount of time based on roadway conditions.

- FREE to Turnpike motorists
- STARR vendor is dispatched by FHP to tow vehicle (and transport occupants) to the nearest Turnpike Service Plaza



FHP - Emergency Tow Program

The background:

By Florida law and FHP policy, drivers of disabled vehicles not blocking a lane, or stopped in a hazardous location, need to be provided the opportunity to make their own service or tow arrangements.

Many drivers cite their intent to make their own arrangements but often those resources are coming from long distances due to the Turnpike's statewide length. Often, resources are not compatible once on scene, resulting in further, unreasonable time on the shoulder, often with women and/or children.

We have seen customers stranded overnight in rural zones, customers stranded long hours in the Florida heat with no food, water, air conditioning, etc.



FHP - Emergency Tow Program

Post-Implementation:

In March of 2019, a Turnpike Road Ranger encountered a mom with a young child broken down on the side of the road in a very rural section of Central Florida. The mom indicated that help was coming (from Miami). They were given water and the TMC was advised of their location.

The Road Ranger returned to check on them a few additional times, even giving the child a sandwich from his own lunch on one stop. After several hours with no help arriving, the FHP Emergency Tow Program was called for.

The vehicle, mom and child were taken by a STARR vendor, free of charge, to the nearest service plaza where they could wait for assistance in safety and comfort.



Rapid Incident Scene Clearance (RISC) Program

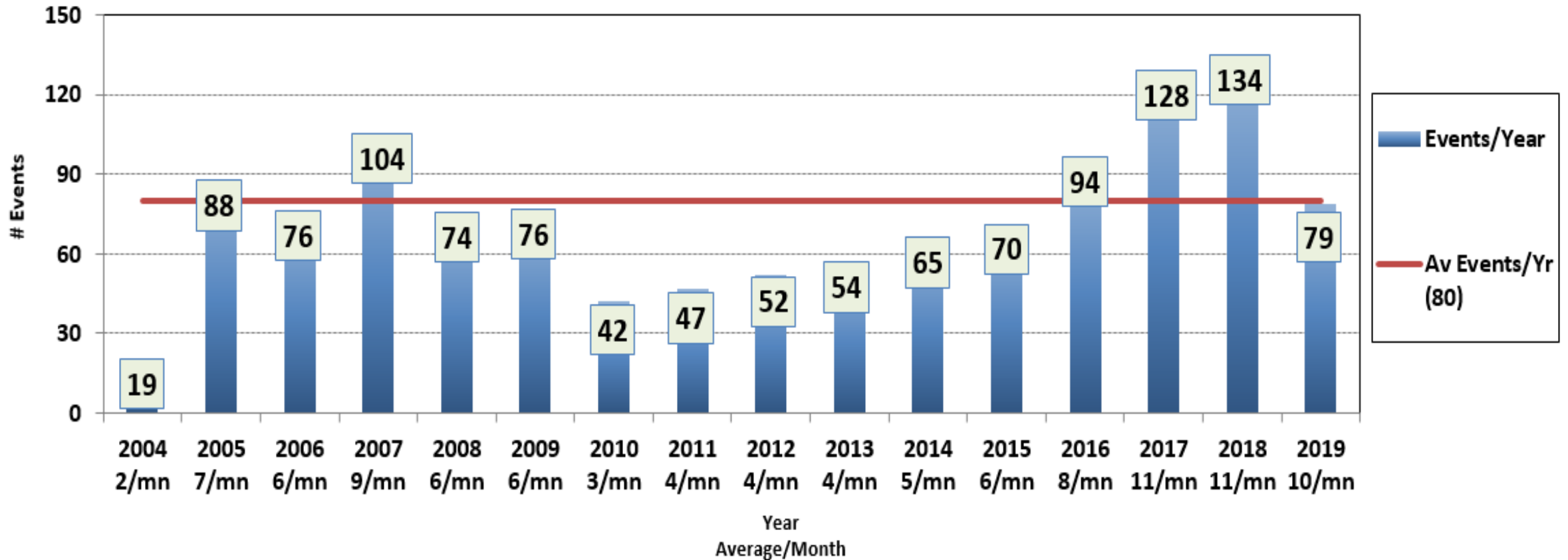


RISC Program Overview

- Single contractor per zone
- Traffic Operations Field Rep at all RISC events
- FTE defines zones
- RFP selection for quality operations
- Higher incentive payments
- Separate incentives for response and clearance

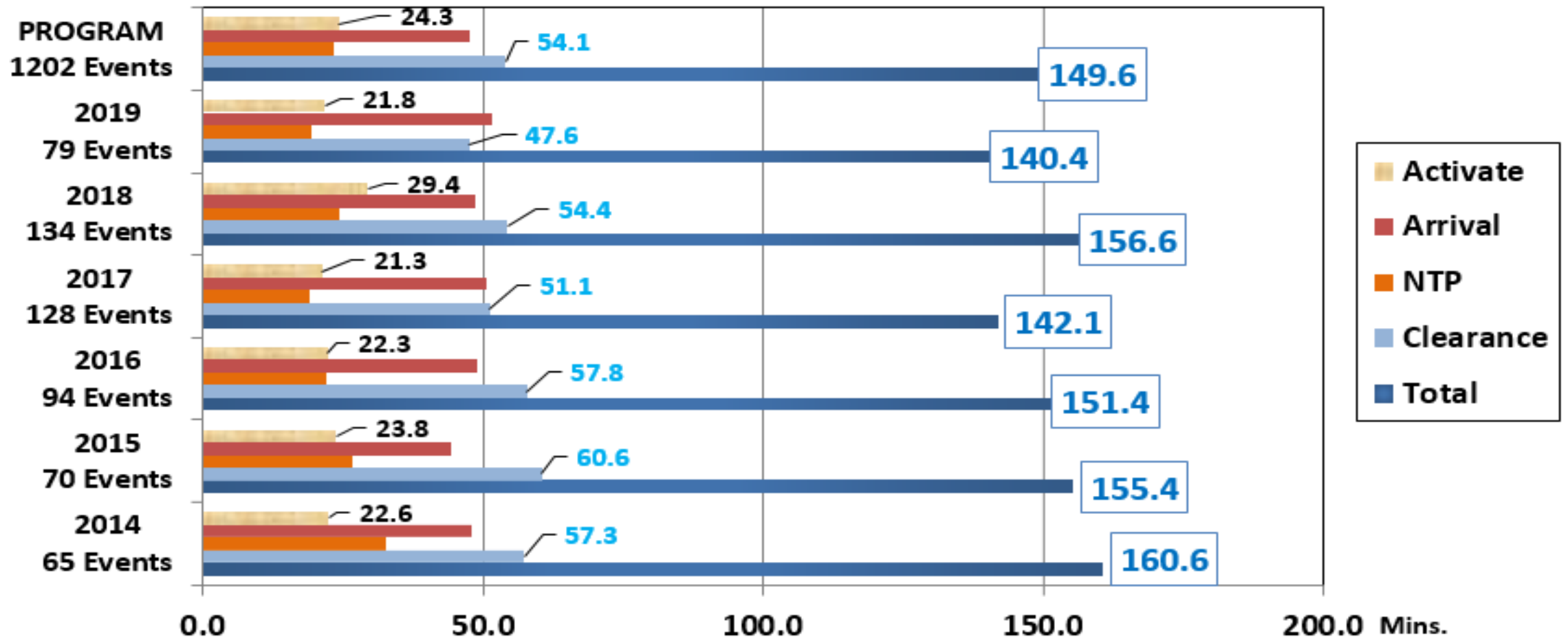
RISC Performance Measures

RISC Events/Year 1202 Total Events



RISC Performance Measures

RISC Results 2014 - 2019



For Additional Information



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