

Exhibit “A”
Scope of Services
EMERGENCY WRECKER / TOWING PATROL SERVICES

1.0 GENERAL.

This scope of services describes and defines the **EMERGENCY WRECKER / TOWING PATROL SERVICES** for the Florida Department of Transportation District One (Department). To maximize efforts to maintain the continuous safe flow of extremely high volumes of traffic by swiftly detecting and relocating disabled or wrecked vehicles, and aggressively clear any debris or other hazards or blockages from the roadway. In advance of, or prior to land fall of a tropical storm or hurricane, natural catastrophe, or other emergency condition such as implementation of the “One Way” plan during pre-hurricane evacuation.

2. SITUATIONS PROMPTING ACTIVATION;

A. Stage 1 – Heavy traffic flow

on the interstate mainline in advance of an Approaching named tropical storm, or hurricane. Activation may occur prior to an official evacuation orders. The Emergency Wrecker / Tow Service Patrol would be activated to support the Road Ranger, other Tow and FHP efforts in District One experiencing a heavy and building traffic demand. Service patrol trucks and wreckers would start their patrol of each section from pre-determined locations in a “shot-gun” fashion.

B. Stage 2 - Pre One Way preparation.

When notification is given that the Interstate will soon activate and utilize the One Way Operation Plan for evacuation. One Way operation will utilize the East/Westbound travel lanes for East/Westbound traffic in designated areas. Wreckers in the One Way sections would work with FHP Troopers to ‘sweep’ through their assigned area and clear out any errant vehicles and check closure points along the East/Westbound lanes as well as continuing to assure maximum capacity in the East/Westbound bound lanes. Select the direction of evacuation applicable above.

C. Stage 3 - During One Way Operation.

All disruptive incidents will be cleared in an urgent manner to assure maximum roadway capacity in the normal East/Westbound lanes and the One Way East/Westbound lanes.

D. Stage 4 (Optional) - Post-storm operation,

When the Interstate is re-opened to heavy returning traffic. Once the National Hurricane Center has lifted the hurricane warning, the wrecker support services may be activated to support the Road Ranger, other Tow, and FHP efforts to facilitate deployment of emergency crews and relief supplies, in sections expected to experience extremely heavy traffic demand.

3. SECTIONS

A. The I-75 Alligator Alley portion of the State Highway system will be divided into two (2) thirty (30) mile sections.

B. Other specific limited access and non-limited access highway facilities to be patrolled as well as Specific beat assignments and turn-around points will be determined through additional discussion and plan development.

C. This Wrecker / Tow service patrol may be activated for each section separately or all at one time as conditions warrant.

D. Within each section the tow units will cover a specific beat or assignment.

E. Each section will have a refueling program to supply sufficient fuel to keep all patrolling units in that sector operating. The refueling point will be at a predetermined location on the Interstate. The refueling station will be manned by an area coordinator or fuel attendant during the hours the wreckers or patrol units are in use. Fuel for the trucks is included in the per unit hourly cost.

Sector	Begin Point End Point				Service Plaza
1					
2					
3					
4					
5					

Table 1 – TOW and Wrecker Sectors

4. DUTIES OF THE PATROL WRECKERS and LIGHT/MEDIUM-DUTY UNITS INCLUDE:

- A.** Aggressively clearing vehicles and debris from crash scenes as instructed with or without FHP presence. Policies for actions may change if or when actual evacuation is ordered.
- B.** Looking for and immediately relocating any disabled vehicles out of the traffic stream. Once the vehicle is relocated out of traffic, offering short term (5-10 minute) assistance for problems such as out of gas, need a jump start, flat tire or overheated engine. Severely overheating vehicles producing visible steam may generate calls of "vehicle on fire." In this case, the operator should remain with the vehicle until the steam subsides. Emergency gas should only be dispensed to inoperable vehicles that are out of fuel.
- C.** During Stage 1, or until notified continue moving any disabled vehicles (that will not re-start or cannot be driven after 5-10 minutes) off the paved shoulder and into the grass area at least 6 feet from the edge of the paved shoulder. Vehicles will only be relocated to the right side of the roadway. The relocation of disabled vehicles from shoulders includes both main line and ramps. Vehicles are *not* to be left in the median or in gore areas. If the grass area is too soft to support a vehicle, the vehicle is to be relocated to a more appropriate location nearby.
- D.** Transporting Drivers and Occupants of disabled vehicles the Wrecker operator will contact the area coordinator or Department for assistance. The Department has other options for motorist transport included in separate emergency contracted services.

Special note:

If and when the Stranded Motorists Transportation contracts are activated, vans will also be patrolling the section to transport stranded motorists from disabled vehicles. The wrecker operator is to call the area coordinator to report the location and number of people and small domestic pets to be transported. The wrecker operator should then advise motorists to wait with their vehicle for the vans to take them to a predetermined and pre-designated area.

- E.** Looking for any abandoned vehicles and, as directed, relocating them to a safe location well onto the grass at a minimum of 6 feet off the paved shoulder.
- F.** Moving or removing all debris found on the travel lanes or shoulder completely off the paved portion of the interstate.
- G.** As directed, assisting FHP Troopers, Department Staff, or Road Ranger Operators with traffic control or maintaining signs, cones or barricades at closure points or specific locations. These special functions, if assigned, are to help maintain the maximum capacity of the interstate system prior to or during hurricane evacuation and One Way operations.
- H.** When preparing for One Way activation, selected tow units may be assigned to work with FHP to inspect or "sweep" the East/Westbound lanes within the sections employing One Way. The intent is to form a squad of troopers and wreckers and move East/West in the closed One Way lanes looking for and removing any vehicles or pedestrians and checking that each closure point in the section is sealed. One by one, the wreckers would drop out at strategic locations within their section and remain pre-positioned for the opening of the East/Westbound One Way traffic. Specific instructions will be given to these tow units by FHP Troopers, or the Department. Wreckers not otherwise assigned or deployed by FHP should return to a pre-determined location to be available for further One Way operations.
- I.** Wrecker / Tow patrol operators will log all activities by filling out an assist motorist sheet (see appendix "A").
- J.** Patrolling operators may be asked to report current driving conditions and or travel speeds periodically to the Department through the section coordinator.
- K.** Operators must adhere to the Departments Public information Guidelines for Working with the Media dated April 1, 2015 (attached).

5. HEAVY-DUTY WRECKERS

- A.** Class "C" wreckers will be parked at pre-determined locations and respond as directed by the Department and/or Florida Highway Patrol to locations where large commercial vehicles are restricting or affecting the traffic flow.
- B.** There will be at least one (1) heavy-duty wrecker for each of the two (2) 30 mile sections of interstate.
- C.** Heavy-duty wreckers will be operated by fully trained and certified heavy-duty operators ready to immediately respond to commercial vehicle incidents and prepared to take action to open the roadway in an urgent fashion.
- D.** The operators of the heavy-duty wreckers will remain in constant communication with their section coordinator, the Department, FHP, SWIFT Sun Guide Center or Road Ranger, or as directed.

6. UNITS AND EQUIPMENT:

All trucks and hydraulic wrecker units will be in good mechanical condition and be fully equipped per FHP requirements. All trucks must meet FHP requirements for licensing and insurance.

- A.** Types of trucks used to patrol the sections:

The units provided for roving patrol functions may be any of the following:

- Class A (light-duty tow truck)
- Class B (medium-duty tow truck)

B. Light/medium-duty wreckers:

Light/medium-duty wreckers can be used for roving patrol, motorist assists, quick clearance of any traffic obstruction, and relocation of vehicles to a safe location. (See 'duties' listed previously)

It is desirable for these units to be fully capable of immediately pushing disabled vehicles out the traffic stream; and it is therefore recommended, but not required, that they be equipped with push bumpers or push bars.

In addition to the FHP required equipment light/medium-duty wreckers will also carry:

- Four 5-gallon fuel containers filled with gasoline (20 gal. total)
- 5 gallons of water
- Floor jack
- 2 each 4-way lug wrenches (metric, SAE) or equivalent air wrench
- Six 28" reflexorized traffic cones.
- Jumper cables – 12 volt portable jump start pack or heavy-duty 20' jumper cables
- 80 lbs. oil dry
- Street broom
- Roof mounted emergency light bar w/amber lights

C. Heavy-duty wreckers:

Class C (25 ton) heavy-duty wreckers will be pre-positioned at strategic locations to be announced. These heavy-duty tow trucks will have full FHP required equipment and tools. In addition to required equipment, the heavy-duty wrecker will also carry:

- Four 5-gallon fuel containers filled with diesel fuel (20 gal.)
- 5 gallons of water
- Six 28" reflexorized traffic cones

The number and placement of heavy-duty wreckers will be determined by the Department coordination with FHP. Staging locations may include crossover points, Service Plazas, Toll Plazas, construction zones or high crash locations.

7. OPERATOR CERTIFICATION

A. Each operator shall be fully trained and certified to operate the class of wrecker being operated, and shall have in their possession a driver's license valid for the truck being driven.

B. The wrecker company is solely responsible for validating training, certification and licensing of the wrecker operators.

C. Operators will be relieved after working a maximum of a 12-hour shift. Operators will be given a minimum of 8 hours rest before being re-assigned. Shifts may be modified as required by State or Federal regulation.

8. COMMUNICATION METHODS

A. All wreckers and patrol units shall have a primary and backup means of communication between the wrecker section coordinator and the operator. Should all means of communication be lost, units will continue to patrol the assigned section and work with verbal instructions from the section coordinator at the turnaround point.

B. Each section coordinator will be in direct contact with the Department. (Additional communication methods and deployment of devices for the section coordinator will be determined at a later date by the Department.)

9. OPERATIONS:

A. Provide sufficient qualified operators to activate a minimum of ten (10) Light/medium-duty tow trucks for continuous service patrol.

B. Provide two (2) Heavy Duty Rotator wreckers to be assigned one to each of two thirty (30) mile sections of highway to be designated by the Department.

C. Provide two (2) area coordinators assigned to one of two thirty (30) mile sections of highway, to manage the wrecker / service patrol units.

D. The coordinator will remain in constant communication with the Department, their company dispatch and each assigned wrecker or patrol unit.

C. The coordinator's vehicle will be an appropriately marked / identified vehicle such as a van, SUV, and staged at a designated turn around point. The coordinator's vehicle will be appropriately equipped to support the tow efforts.

D. The coordinator is responsible for direction and oversight as well as training and briefing operators on all components of the plan.

E. When contacted by the Department, the contractor is required to have the agreed number of wreckers and service patrol units at the pre-determined staging area within 4 (four) hours of notification.

F. Remain in operation and continue to patrol designated patrol beats until the Department or FHP determines it to be unsafe for motorist vehicles to remain on the roadway.

G. The Department may activate the Stranded Motorists Transportation and Evacuation component to assist with the transportation of stranded motorists from the Interstate or roadway system, which shall be thoroughly briefed to all participants in the plan.

H. Coordinate with Department for transportation of stranded motorists from disabled vehicles as supported under a separate Department contract

I. The operations may at anytime be modified as needed to adapt to changing weather or traffic conditions.

10. FUEL BASE PRICE and ADJUSTMENT:

If fuel prices increase or decrease by more than 5% +/- in either direction from the base price the vendor will be reimbursed or will credit the Department and the invoice will reflect the adjustment. If the average price has not changed by more than 5% in either direction there will be no change in the fuel adjustment rate.

A. The Base Fuel Price for this contract is:

Gasoline \$2.59 per gallon

Diesel \$2.89 per gallon

B. The Base Usage per vehicle/per hour for this contract is:

Gasoline 3.0 gallons per hour

Diesel 2.0 gallons per hour

C. The Department monitors fuel prices monthly to detect any price change (+-5%) through the Federal Government's Official US Energy Information Administration website (www.eia.doe.gov) On the webpage, "Gasoline and Diesel Fuel Update for the Lower Atlantic States" in the categories of "Regular Gasoline-Conventional Area" and "Retail On-Highway Diesel-Conventional Area" <http://tonto.eia.doe.gov/oog/info/gdu/gasdiesel.asp>

D. The actual adjustment will be calculated by subtracting the base rate from the adjusted rate and multiplying the result by the gallons of consumption per hour/ per vehicle and multiplying that result by the total vehicle hours for the invoice period.

11. EMERGENCY FUEL

A. An expedited procedure will be developed to refill emergency fuel cans at special fueling locations as well as at the Interstate Rest or Recreational areas as directed by the Department. Fuel needed to refill the emergency fuel cans will be paid for by the Department.

B. All emergency fuel dispensed to motorists shall be recorded (vehicle license number, location, and estimated number of gallons).

C. For security reasons, gas cans on wreckers shall be kept covered by a tarp or other means to obscure them from view.

D. Emergency fuel distribution may be suspended by the Department or FHP as weather and traffic conditions deteriorate.

12. OTHER PROVISIONS, TERMS AND CONDITIONS:

A. Mobilization is based on ten (10) Light/medium-duty wreckers (tow trucks) for service patrol. Plus two (2) Heavy Duty Rotator wreckers to be assigned one to each of two thirty (30) mile sections of interstate to be designated by the Department. One (1) coordinator will be assigned to each thirty mile section, and sufficient number of qualified operators.

B. The initial minimum mobilization is a 12-hour shift. The Department will advise the number of units needed for each section for subsequent shifts.

C. If another named storm prompts an additional or subsequent implementation of this contract, the wrecker contractor would qualify for a separate pre-determined mobilization payment.

D. The Department may request Emergency Wrecker / Towing Service assignments in other counties or roadways in District One with advance notice or such acquisition time agreed upon by the Department. In the event that the disaster event impacts another District of the Department, the terms and conditions of this contract may apply to work in the affected District, with the concurrence of both parties.

13. Performance Measures

A. Performance measures for this program will include, but are not limited to:

- Number and percentage of on-time responses
- Average response time
- Number and percentage of customer complaints and/or billing issues
- Customer satisfaction.
- Results of performance reviews.

B. If special circumstances prevented or contributed to a delayed response, the Tow Operator and Trooper should advise FHP Dispatch. The Service Performance Comment Form may be used to document instances of delayed responses.

C. Service Performance Comment Form documentation, both positive and negative, along with other reports and data, will be used as part of the Tow Vendor's performance review.

Guidelines for Working with the Media

District One

April 1, 2015

Politely refer the reporter to PIO in most situations.

We often need information from you to answer a reporter's questions, and we appreciate your recognition that media deadlines usually require quick turnaround of information. Generally, PIO will serve as the department's spokesperson with media since we may be aware of other reasons and related issues prompting a reporter's interest. We may also know specific information that central office or the district would like communicated to media. Our focus is to consistently deliver a clear message that eliminates confusion, contradiction, and misinformation. Secretary Hattaway expects project managers and other staff to speak to media when appropriate. PIO is beginning media training in the district to acquaint staff with information and tips about how to talk with reporters and give interviews.

Never believe we've referred a reporter to you unless we've called or notified you to expect his/her call or visit.

You may need to speak with reporters at meetings or events. If so, remember these things:

ALWAYS: Be honest, factual, and responsive. Answer the question asked and remember that your answer could trigger another question (be prepared to answer the follow up question appropriately, too). Be self aware – your expertise may be what draws a reporter to you, but providing too much, too complex, or too detailed information may confuse rather than clarify a project or issue for the public. It's also fair to tell a reporter you don't know the answer to his question as long as you promise to get the answer. And, always, be sensitive to the reporter's deadline.

NEVER: Lie, guess, give an opinion, say "no comment," or go "off the record." Don't be hostile regardless the subject, question or its tone, or personality of reporter.

IMPORTANT: Let us know when you've talked with media **as soon afterward as possible** and give us the reporter's name; newspaper, magazine, or radio/TV station represented; questions asked; information provided; and anything else, of course, you think might be significant. This reporter may be the only one who's contacted you, but we may have had calls from others about the same story.

We're very willing to offer advice and training about how to work with the media. Just give PIO a call.

Thanks, everyone!

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