

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

ADVERTISEMENT

REQUEST FOR PROPOSAL STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION FLORIDA'S TURNPIKE ENTERPRISE

Sealed Proposal Packages will be received by the Department of Transportation, Florida's Turnpike Enterprise (FTE), Contractual Services Office, Building 5315 on Florida's Turnpike, Milepost 263.0, Turkey Lake Service Plaza, Ocoee, Florida, 34761, until **2:30 P.M. (local time) on Tuesday, September 12, 2017**, for the following project:

RFP-DOT-17/18-8001-RM

SCOPE OF SERVICES: The Florida Department of Transportation (FDOT), Turnpike Enterprise seeks the services of qualified Proposers to provide Road Ranger Safety Service Patrol (RRSSP) operators and vehicles to patrol FTE roadway facilities providing incident management and motorist assistance services.

Proposer's Qualifications:

General

Unless otherwise specified, the Vendor shall be responsible for providing and maintaining all required resources for full-function RRSSP services in accordance with the requirements of FDOT Road Ranger Program Procedure No: 750-030-015 Road Ranger Operations (current version) and as described herein including, furnishing all personnel, supervision, expertise, training, certifications, vehicles, technical computerized equipment, communication devices, equipment, tools, materials, maintenance, expendables, parts, licenses, supplies and incidentals.

The services to be provided by the Vendor shall include a combination of patrolling, roving and staging for response on Florida's Turnpike facilities up to twenty-four (24) hours per day, seven (7) days per week. Services to be provided include, but are not limited to:

- Detecting, verifying, reporting and providing all necessary assistance with traffic incidents to insure safe, quick clearance.
- Rendering assistance to FTE customers as directed by appropriate supervisor, law enforcement agencies or as provided for in the Standard Operating Guidelines (SOGs).
- Assisting FTE, the Florida Highway Patrol (FHP) and other law enforcement agencies, Fire Rescue/EMS, and other agencies as needed or requested, per the SOGs.
- Safely and expeditiously removing debris and minor non-hazardous spills from the highway, or assisting with removing vehicles or other incidents per the SOGs.
- Specialized response activities for Express Lanes, including establishing traffic controls for hard closures of the Express Lane for incident management; facilitating emergency egress from the Express Lane; and directing traffic to or from the Express Lane for incident management purposes (as described in the SP SOG Express Lane Supplement).
- Taking actions to maintain and/or improve safe and efficient flow of traffic.
- Daily monitoring of intelligent transportation systems devices.
- Identifying, verifying and reporting property damage to infrastructure owned by or located on the Florida's Turnpike Enterprise right-of-way.

RRSSP Operators need a working knowledge of maintenance of traffic (MOT), traffic incident management (TIM), the National Incident Management System (NIMS), hazardous materials awareness, and need to be able to provide incident status and traffic condition reports to the Traffic Management Center (TMC).

The RRSSP fleet will consist of incident response trucks (IRT), tow trucks, flatbed wreckers, and/or pickup trucks as described in Section 13.1. It is anticipated that:

- Tow trucks, designated IRTs and pickup trucks will be patrolling,
- Flatbed wreckers will be staged, and
- Designated IRTs, operated by Incident Response Lead Operators, will be staged and roving as needed.

The Vendor shall initially provide vehicles, equipment and personnel to patrol designated portions of:

- Homestead Extension of Florida's Turnpike, Milepost (MP) 0.0 to 46.5
- Florida's Turnpike Mainline, MP 46.5 to 308.9 and 0X to 3.34X
- Sawgrass Expressway, MP 0.0 to 22.5

Effective on or about September 8, 2018, it is expected that coverage of the following roadways will be added:

- East-West Expressway (SR 408), MP 0 to 1
- Southern Connector (SR 417), MP 0 to 6
- Seminole Expressway (SR 417), MP 37 to 55
- Beachline Expressway (SR 528), MP 0 to 8
- Western Beltway (SR 429), MP 0 to 11

Current Express Lane Corridor and General Purpose Lane Patrol zones are listed in Appendix G. Future Express Lane Corridor patrol zones will be determined in conjunction with the Vendor and Florida Highway Patrol. Patrol zones may be modified by FTE to provide the best response and customer service.

Additional roadways/zones may be added in the future.

Patrol zones and hours of patrol are subject to the availability of funds.

The Vendor shall maintain and keep in force throughout the life of the Contract, renewals, and extensions, the requirements specified below. Failure of the Vendor to comply with these requirements will be sufficient grounds for the Department to declare the Contract in default, subject to the terms of Section 6, Termination and Default, of the Standard Written Agreement.

RRSSP operators and road supervisors are in direct contact with FTE customers daily and therefore are required to perform their duties at a high standard. The following requirements are to ensure a high level of service to our customers.

Upon hiring, each operator and road supervisor shall:

- Be licensed to drive the assigned RRSSP vehicle in accordance with the Florida Motor Vehicle Code.
- Be a minimum of eighteen (18) years of age.
- Have a safe driving record, in accordance with FDOT “Driver’s Records Requirements” Procedure No. 250-000-010.
- Be drug free in accordance with Section 112.0455, F.S. prior to beginning operations.
- Successfully pass the Joint Task Force (JTF) on State Agency Law Enforcement Communications background check, including requirements to be a legal resident and approved to work in the United States (see Appendix F).

Required Experience

RRSSP operators shall be knowledgeable in the proper and safe discharge of their duties.

RRSSP operators shall have a minimum of two (2) years’ experience in automotive mechanics. Experience may be a demonstrated combination of training, work experience, aptitude or other automotive repair and maintenance experience.

RRSSP operators operating Tow Rigs shall be capable, skilled and shall have received light duty tow operator training and certification as specified in Section 7.1.1 of Exhibit “A,” Scope of Services.

Vendor Responsibilities

The Vendor shall provide resumes of proposed staff for approval by FTE prior to assigning staff to RRSSP tasks.

The Vendor shall perform both driving record and criminal history record checks on all staff prior to proposing the drivers to FTE for consideration. The criminal history record check must be conducted by the Florida Department of Law Enforcement and shall go back to the driver’s date of birth.

The Vendor shall provide FTE with driving record checks every six (6) months.

The Vendor shall provide proof, by a licensed medical practitioner or technician, that all staff is drug free (in accordance with Florida Statutes Section 112.0455) prior to beginning operations. Additional testing will be in concurrence with FDOT “Drug-Free Workplace and Testing Policy” Topic No. 001-250-013 and at a minimum of every six (6) months.

Fees and expenses associated with these checks and tests are the responsibility of the Vendor.

All Bidders, Proposers, and Respondents must be registered in the State of Florida’s MyFloridaMarketplace system.

All prospective bidders, proposers, and respondents that are not registered, should go to <https://vendor.myfloridamarketplace.com/> to complete on-line registration, or call 1-866-352-3776 for assisted registration.

For services contracts, all out-of-State corporations, out-of-State limited liability companies, and out-of-State limited partnerships must be authorized to do business in the State of Florida. For authorization, contact:

Florida Department of State
Tallahassee, Florida 32399
(850) 245-6051

For services contracts, all Bidders, Proposers, and Respondents must be properly licensed if the business being provided requires that individuals be licensed by the FL Department of Business and Professional Regulation. For licensing, contact:

Florida Department of Business and Professional Regulation
Tallahassee, Florida 32399-0797
(850) 487-1395

NOTE: In accordance with section 287.057(23), Florida Statutes, respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

Public Meeting Notices and Meeting Agendas:

Notice of the public meetings scheduled for this solicitation is provided in the timeline of the attached solicitation, with agendas for the public meetings.

MFMP Transaction Fee:

All payment(s) to the Vendor resulting from this competitive solicitation WILL be subject to the MFMP Transaction Fee in accordance with the referenced Form PUR 1000 General Condition #14. The Transaction Fees imposed shall be based upon the date of issuance of the payment.

Scrutinized Companies Lists

Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services over \$1,000,000, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes. A vendor on either Scrutinized List may not bid on, submit a proposal for, or enter into or renew a contract for commodities and/or contractual services of \$1 million or more.

Title VI of the Civil Rights Act of 1964

COMPLIANCE WITH NONDISCRIMINATION STATUTES AND AUTHORITIES: Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

INSPECTOR GENERAL

The contractor/consultant/vendor agrees to comply with s.20.055(5), Florida Statutes, and to incorporate in all subcontracts the obligation to comply with s.20.055(5), Florida Statutes.

HOW TO APPLY: Prospective proposers may obtain a complete Request for Proposal, (RFP) package, including specifications and general proposal conditions for the above-referenced project at no cost, by placing the link below in their browser. Then scroll down and click on RFP-DOT-17/18-8001-RM and open the attached document.

http://www.myflorida.com/apps/vbs/vbs_search_r2.matching_ads

PRE-PROPOSAL MEETING: The Department will convene a **MANDATORY PRE-PROPOSAL MEETING** for this Request for Proposal (RFP) on Tuesday, August 8, 2017 at 10:30 a.m. The meeting will be in Conference Room 2167, at the Florida's Turnpike Headquarters, MP 263, Turkey Lake Service Plaza, Building 5315 Room 2167. **FAILURE OF A PROPOSER TO ATTEND THE MANDATORY PRE-PROPOSAL MEETING WILL RESULT IN REJECTION OF THE PROPOSAL.**

The Department reserves the right to reject any or all proposals.

NOTE: All of the Department's **ITB/RFP/ITN ADVERTISEMENTS** appear on the Internet at website:

<http://myflorida.com>

Click on "Business"

Click on "Doing Business with the State"

Under "Everything for Vendors and Customers" Click on "Vendor Bid System (VBS)"

Under "Vendor Bid System" Click on "Search Advertisements"

Drop menu for Agency and Select "Department of Transportation"

Scroll down and Click on "Initiate Search"

We encourage all vendors to regularly check this site.

**State of Florida
Department of Transportation
Florida's Turnpike Enterprise
Contractual Services Office
P. O. Box 613069
Ocoee, Florida 34761- 3069**

REQUEST FOR PROPOSAL REGISTRATION

**PLEASE COMPLETE AND RETURN THIS FORM ASAP
via e-mail to robin.morgan@dot.state.fl.us**

RFP Number: RFP-DOT-17/18-8001-RM

Title: Road Ranger Safety Service Patrol

Proposal Due Date & Time: September 12, 2017, 2:30 p.m.

Potential proposers should notify our office by returning this Registration Form as soon as possible after downloading. Complete the information below and email this sheet only to Robin Morgan at the Florida Department of Transportation Procurement Office at robin.morgan@dot.state.fl.us.

THE REQUEST FOR PROPOSAL DOCUMENT YOU RECEIVED IS SUBJECT TO CHANGE. Notice of changes (addenda), will be posted on the Florida Vendor Bid System at www.myflorida.com , under this RFP number (click on "BUSINESS", click on "Doing Business with the State", under "Everything for Vendors and Customers", click on "Vendor Bid System (VBS)", then click on "Search Advertisements", click on the drop-down arrow beside the box under Advertisement Type, select Competitive Solicitation, click on the drop-down arrow beside the box under Agency, select DEPARTMENT OF TRANSPORTATION, then go to the bottom of the same page and click on Initiate Search). It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting your proposal.

Business Name: _____

Address: _____

City, State, Zip: _____

Telephone: (____) _____ Fax Number: (____) _____

Contact Person: _____

Internet E-Mail Address: _____

For further information on this process, you may e-mail or telephone: (Robin Morgan, robin.morgan@dot.state.fl.us, 407-264-3697)

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



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FLORIDA'S TURNPIKE ENTERPRISE

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**State of Florida
Department of Transportation**



**REQUEST FOR PROPOSAL
ROAD RANGER SAFETY SERVICE PATROL**

RFP-DOT-17/18/8001-RM

**DIRECT ADMINISTRATIVE AND
TECHNICAL QUESTIONS TO:**
Email: robin.morgan@dot.state.fl.us
Phone: (407) 264-3697

SUBMIT SEALED BIDS REGULAR MAIL TO:
Robin Morgan, FCCM
Florida Department of Transportation
Florida's Turnpike Enterprise
P.O. Box 613069
Ocoee, FL 34761-3069

**SUBMIT SEALED BIDS VIA OVERNIGHT MAIL OR
HAND DELIVERY TO:**
Robin Morgan, FCCM
Florida's Turnpike Enterprise MP 263
Turkey Lake Service Plaza, Bldg 5315
Ocoee, FL 34761-3069

INTRODUCTION SECTION

1) INVITATION

The State of Florida Department of Transportation, hereinafter referred to as the "Department," requests written proposals from qualified Proposers to provide Road Ranger Safety Service Patrol (RRSSP) operators and vehicles to patrol Florida's Turnpike Enterprise (FTE) roadway facilities, providing incident management and motorist assistance services. It is anticipated that the term of the contract will begin on February 13, 2018 and be effective through February 12, 2023.

The Department intends to award this contract to the responsive and responsible Proposer whose proposal is determined to be the most advantageous to the Department. After the award, said Proposer will be referred to as the "Vendor." For the purpose of this document, the term "Proposer" means the prime Vendor acting on its own behalf and those individuals, partnerships, firms, or corporations comprising the Proposer team. The term "proposal" means the complete response of the Proposer to the Request for Proposals (RFP), including properly completed forms and supporting documentation.

2) TIMELINE

Provided below is a list of critical dates and actions. These dates are subject to change. Notices of changes (Addenda) will be posted on the Florida Vendor Bid System at www.myflorida.com (click on "BUSINESS," click on "Doing Business with the State," under "Everything for Vendors and Customers," click on "Vendor Bid System (VBS)," click on "Search Advertisements") under this RFP number. It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting your proposal.

<u>ACTION / LOCATION</u>	<u>DATE</u>	<u>LOCAL TIME</u>
MANDATORY PRE-PROPOSAL CONFERENCE Florida's Turnpike Headquarters MP 263 Turkey Lake Service Plaza, Bldg. 5315 Room 2167 Ocoee, Florida 34761	08-08-2017	10:30AM
DEADLINE FOR TECHNICAL QUESTIONS (There is no deadline for administrative questions)	08-22-2017	5:00PM
PROPOSALS DUE, ON OR BEFORE - (Technical and Price Proposal) Florida's Turnpike Headquarters, MP 263 Turkey Lake Service Plaza, Bldg. 5315 Ocoee, Florida 34761 (407) 532-3999	09-12-2017	2:30PM
PUBLIC OPENING (Technical Proposal) Florida's Turnpike Headquarters, MP 263 Turkey Lake Service Plaza, Bldg. 5315 Ocoee, Florida 34761	09-12-2017	2:30PM
SELECTION MEETING Florida's Turnpike Headquarters MP 263 Turkey Lake Service Plaza, Bldg. 5315 Room 2167 Ocoee, Florida 34761	10-05-2017	10:30AM
POSTING OF INTENDED AWARD	10-05-2017 5:00PM	Through 10-10-2017 5:00PM

3) AGENDA FOR PUBLIC MEETINGS

Agenda – Public Opening (Technical Proposals)

Agenda for Public Opening of Technical Proposals for RFP-DOT-17/18-8001-RM

Starting Time: see “Timeline” in RFP solicitation

- Opening remarks of approx. 2 minutes by Department Procurement Office personnel.
- Public input period – To allow a maximum of 15 minutes total for public input related to the RFP solicitation.
- At conclusion of public input or 15 minutes, whichever occurs first, the Technical Proposals received timely will be opened, with proposer’s name read aloud and tabulated. Price proposals will be kept secured and unopened until the Technical Proposals are evaluated, scored and meet the minimum score requirements of forty-eight (48) points.
- Adjourn meeting.

Agenda – Meeting to Summarize Evaluations and Select Intended Award

Agenda for Intended / Recommended Award meeting for RFP-DOT-17/18-8001-RM

Starting Time: see “Timeline” in RFP solicitation

- Opening remarks of approx. 2 minutes by Department Procurement Office personnel.
- Public input period – To allow a maximum of 15 minutes total for public input related to the RFP solicitation.
- At conclusion of public input or 15 minutes, whichever occurs first, the Total Scores (technical scores plus price scores) will be summarized.
- Announce Intended Award decision.
- Announce time and date decision will be posted on the Vendor Bid System (VBS).
- Adjourn

4) SPECIAL ACCOMMODATIONS

Any person with a qualified disability requiring special accommodations at a pre-proposal conference, public meeting, oral presentation and/or opening shall contact the contact person at the phone number, e-mail address or fax number provided on the title page at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

SPECIAL CONDITIONS

1) MyFloridaMarketPlace

PROPOSERS MUST BE REGISTERED IN THE STATE OF FLORIDA’S MYFLORIDAMARKETPLACE SYSTEM BY THE TIME AND DATE OF THE TECHNICAL PROPOSAL OPENING OR THEY MAY BE CONSIDERED NON-RESPONSIVE (see Special Condition 21). All prospective proposers that are not registered should go to <https://vendor.myfloridamarketplace.com/> to complete on-line registration, or call 1-866-352-3776 for assisted registration.

All payment(s) to the vendor resulting from this competitive solicitation **WILL** be subject to the MFMP Transaction Fee in accordance with the referenced Form PUR 1000 General Contract Condition #14. The Transaction Fees imposed shall be based upon the date of issuance of the payment.

2) Florida Department of Financial Services (DFS) W-9 REQUIREMENT

The Florida Department of Financial Services (DFS) requires all vendors that do business with the state to submit an electronic Substitute Form W-9. Vendors must submit their W-9 forms electronically at <https://flvendor.myfloridacfo.com> to receive payments from the state. Contact the DFS Customer Service Desk at (850) 413-5519 or FLW9@myfloridacfo.com with any questions.

3) QUESTIONS & ANSWERS

In accordance with section 287.057(23), Florida Statutes, respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the seventy-two (72) hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

Any technical questions arising from this Request for Proposal must be forwarded, in writing, to the procurement agent identified below. Questions must be received no later than the time and date reflected on the Timeline. The Department's written response to written inquiries submitted timely by proposers will be posted on the Florida Vendor Bid System at www.myflorida.com (click on "BUSINESS," click on "Doing Business with the State," under "Everything for Vendors and Customers," click on "Vendor Bid System (VBS)," click on "Search Advertisements"), under this RFP number. It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting their proposal.

WRITTEN TECHNICAL QUESTIONS should be submitted to:

Robin Morgan, Sr. Contract Specialist, robin.morgan@dot.state.fl.us. Florida's Turnpike Enterprise, P.O. Box 613069, Ocoee, FL 34764, Fax (407) 264-3058.

Questions regarding administrative aspects of the proposal process should be directed to the Procurement Agent in writing at the address above or by phone: (407) 264-3697.

4) ORAL INSTRUCTIONS / CHANGES TO THE REQUEST FOR PROPOSAL (ADDENDA)

No negotiations, decisions, or actions will be initiated or executed by a proposer as a result of any oral discussions with a State employee. Only those communications which are in writing from the Department will be considered as a duly authorized expression on behalf of the Department.

Notices of changes (Addenda) will be posted on the Florida Vendor Bid System at www.myflorida.com (click on "BUSINESS," click on "Doing Business with the State," under "Everything for Vendors and Customers," click on "Vendor Bid System (VBS)," click on "Search Advertisements") under this RFP number. It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting your proposal. All Addenda will be acknowledged by signature and subsequent submission of Addenda with proposal when so stated in the Addenda.

5) DIVERSITY ACHIEVEMENT

ENTERPRISE (MBE) UTILIZATION

The Department, in accordance with ***Title VI of the Civil Rights Act of 1964, 42 USC 2000d- 2000d-4, Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21***, Nondiscrimination in federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that the Department will affirmatively ensure that in any contract/agreement entered into pursuant to this advertisement, minority and disadvantaged business enterprises will be afforded the full opportunity to submit bids in response to this invitation and will not be discriminated on the basis of race, color, national origin, or sex in consideration for an award.

The Department encourages small, minority, women, and service-disabled veteran businesses to compete for Department contracts, both as "Vendor" and as subcontractors. The Department, its vendors, suppliers, and consultants should take all necessary and reasonable steps to ensure that small, minority, women, and service-disabled veteran businesses have the opportunity to compete for and perform contract work for the Department in a nondiscriminatory environment. Bidders are requested to indicate their intention regarding MBE participation on the MBE Planned Utilization form and to submit the completed form with their Price Proposal. The contract vendor will be asked to submit payment certification for MBE subcontractors used.

To request certification or to locate certified MBEs, call the Office of Supplier Diversity, Department of Management Services at (850) 487-0915, or access their MBE directory on the Internet at www.osd.dms.state.fl.us/.

6) **SCOPE OF SERVICES**

Details of the services, information and items to be furnished by the Vendor are described in Exhibit "A," Scope of Services, attached hereto and made a part hereof.

7) **INTENDED AWARD**

The Department intends to award a contract to the responsive and responsible vendor with the highest cumulative total points for the evaluation criteria specified herein (See Section 30, Proposal Evaluation). The Intended Award decision will be announced after final evaluation and totaling of scores at the Price Proposal opening specified in the Timeline (See Introduction Section 2 Timeline). If the Department is confronted with identical pricing or scoring from multiple vendors, the Department shall determine the order of award in accordance with section 295.187(4), Florida Statutes, and Rule 60A-1.011 Florida Administrative Code.

8) **MANDATORY PRE-PROPOSAL CONFERENCE**

A MANDATORY pre-proposal conference will be held at the date, time and location in the Timeline. The purpose of this meeting is to provide an open forum for the Department to review the Scope of Services and respond to questions from potential proposers regarding the scope of services, RFP requirements, contractual requirements, method of compensation, and other conditions or requirements that may, in any manner, effect the work to be performed. Any changes and/or resulting Addenda to the RFP will be the sole prerogative of the Department.

Attendance at this pre-proposal conference is MANDATORY. Failure by a proposer to attend or be represented at this pre-proposal conference will constitute a non-responsive determination of their proposal package. Proposals found to be non-responsive will not be considered.

9) **QUALIFICATIONS**

9.1 **General**

The Department will determine whether the Proposer is qualified to perform the services being contracted based upon their proposal demonstrating satisfactory experience and capability in the work area. The Proposer shall identify necessary experienced personnel and facilities to support the activities associated with this proposal.

9.2 **Qualifications of Key Personnel**

Those individuals who will be directly involved in the project should have demonstrated experience in the areas delineated in the scope of work. Individuals whose qualifications are presented will be committed to the project for its duration unless otherwise accepted by the Department's Project Manager. Where State of Florida registration or certification is deemed appropriate, a copy of the registration or certificate should be included in the proposal package.

9.3 **Authorized To Do Business in the State of Florida**

In accordance with sections 607.1501, 605.0211(2)(b), and 620.9102, Florida Statutes, out-of-state corporations, out-of-state limited liability companies, and out-of-state limited partnerships must be authorized to do business in the State of Florida. Such authorization should be obtained by the proposal due date and time, but in any case, must be obtained prior to posting of the intended award of the contract. For authorization, contact:

Florida Department of State
Tallahassee, Florida 32399
(850) 245-6051

9.4 Licensed to Conduct Business in the State of Florida

If the business being provided requires that individuals be licensed by the Department of Business and Professional Regulation, such licenses should be obtained by the proposal due date and time, but in any case, must be obtained prior to posting of the intended award of the contract. For licensing, contact:

Florida Department of Business and Professional Regulation
Tallahassee, Florida 32399-0797
(850) 487-1395

10) WARRANTY/SUBSTITUTIONS

When performance of the services requires the supply of commodities, a warranty is required on all items provided against defective materials, workmanship, and failure to perform in accordance with required industry performance criteria, for a period of not less than ninety (90) days from the date of acceptance by the purchaser. Any deviation from this criteria must be documented in the proposal response or the above statement shall prevail. Delivery of substitute commodities requires prior written approval from the ordering location.

Replacement of all materials found defective within the warranty period shall be made without cost to the purchaser, including transportation if applicable. All fees associated with restocking cancelled orders shall be the responsibility of the vendor.

All items provided during the performance of the contract found to be poorly manufactured will not be accepted, but returned to the vendor, at their expense, for replacement. Replacement of all items found defective shall be made without cost to the Department, including transportation, if applicable. As it may be impossible for each facility to inspect all items upon arrival, a reasonable opportunity must be given to these facilities for inspection of the items, and returning those that are defective.

11) LIABILITY INSURANCE

The Vendor shall not commence any work until they have obtained the following types of insurance, and certificates of such insurance have been received by the Department. Nor shall the Vendor allow any subcontractor to commence work on this project until all similar insurance required of the subcontractor has been so obtained. The Vendor shall submit the required Certificates of Insurance to the **Florida Department of Transportation, Procurement Office, Robin Morgan, P.O. Box 613069, Ocoee, FL 34761** within ten (10) days after the ending date of the period for posting the intended award decision.

() No general liability insurance is required.

(X) The Vendor must carry and keep in force during the period of this contract a general liability insurance policy or policies with a company authorized to do business in the state of Florida, affording public liability insurance with combined bodily injury limits of at least \$ 1,000,000.00 per person and \$ 2,000,000.00 each occurrence, and property damage insurance of at least \$ 500,000.00 each occurrence, and automobile liability insurance covering all vehicles, owned or otherwise used in the Contract work, with minimum combined limits of \$500,000.00, including hired and non-owned liability, and \$5,000.00 medical payments, for the services to rendered in accordance with this Contract.

With respect to any general liability insurance policy required pursuant to this Agreement, all such policies shall be issued by companies licensed to do business in the State of Florida. The Vendor shall provide to the Department certificates showing the required coverage to be in effect with endorsements showing the Department to be an additional insured prior to commencing any work under this Contract. The certificates and policies shall provide that in the event of any material change in or cancellation of the policies reflecting the required coverage, thirty days advance notice shall be given to the Department or as provided in accordance with Florida law.

The Department shall be exempt from, and in no way liable for, any sums of money which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Vendor or subcontractor providing such insurance. Policies that include Self Insured Retention (SIR) will not be accepted.

12) PERFORMANCE BOND

(X) A Performance Bond is not required for this project.

13) METHOD OF COMPENSATION

Refer to Exhibit "B," Method of Compensation is attached hereto and made a part hereof.

14) CONTRACT DOCUMENT

STANDARD WRITTEN AGREEMENT

The Department's "Standard Written Agreement" is attached hereto and made a part hereof. The terms and conditions contained therein will become an integral part of the contract resulting from this solicitation. In submitting a proposal, the proposer agrees to be legally bound by these terms and conditions.

15) REVIEW OF PROPOSER'S FACILITIES & QUALIFICATIONS

After the proposal due date and prior to contract execution, the Department reserves the right to perform or have performed an on-site review of the Proposer's facilities and qualifications. This review will serve to verify data and representations submitted by the Proposer and may be used to determine whether the Proposer has an adequate, qualified, and experienced staff, and can provide overall management facilities. The review may also serve to verify whether the Proposer has financial capability adequate to meet the contract requirements.

Should the Department determine that the proposal has material misrepresentations or that the size or nature of the Proposer's facilities or the number of experienced personnel (including technical staff) are not adequate to ensure satisfactory contract performance, the Department has the right to reject the proposal.

16) PROTEST OF REQUEST FOR PROPOSAL SPECIFICATIONS

Any person who is adversely affected by the contents of this Request for Proposal must file the following with the Department of Transportation, Clerk of Agency Proceedings, Office of the General Counsel, 605 Suwannee Street, Mail Station 58, Tallahassee, Florida 32399-0450:

1. A written notice of protest within seventy-two (72) hours after the posting of the solicitation, (the notice of protest may be Faxed to 850-414-5264), and
2. A formal written protest in compliance with Section 120.57(3), Florida Statutes, within ten (10) days of the date on which the written notice of protest is filed.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

17) UNAUTHORIZED ALIENS

The employment of unauthorized aliens by any contractor is considered a violation of Section 274A(e) of the Immigration and Nationality Act. If the contractor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of the Contract.

18) SCRUTINIZED COMPANIES LISTS

RFP responses of \$1 million or more must include a completed [Vendor Certification Regarding Scrutinized Companies Lists](#) to certify the respondent is not on either of those lists. The Form should be submitted with the Price Proposal.

Section 287.135, Florida Statutes, requires that at the time a vendor submits a bid or proposal for a contract for goods or services of \$1,000,000 or greater, the vendor must certify that the company is not on Scrutinized Companies with Activities in the Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List.

For Contracts \$1,000,000 and greater, if the Department determines the Vendor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Vendor has been placed on the Scrutinized Companies with Activities in the Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, the Department shall either terminate the Contract after it has given the Vendor notice and an opportunity to demonstrate the Department's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met.

19) RESERVATIONS

The Department reserves the right to accept or reject any or all proposals received and reserves the right to make an award without further discussion of the proposals submitted. Therefore, the proposals should be submitted initially in the most favorable manner. It is understood that the proposal will become a part of the Department's official file, without obligation to the Department.

20) ADDITIONAL TERMS & CONDITIONS

No conditions may be applied to any aspect of the RFP by the proposer. Any conditions placed on any aspect of the proposal documents by the proposer may result in the proposal being rejected as a conditional proposal (see "RESPONSIVENESS OF PROPOSALS"). **DO NOT WRITE IN CHANGES ON ANY RFP SHEET.** The only recognized changes to the RFP prior to proposal opening will be a written Addenda issued by the Department.

21) RESPONSIVENESS OF PROPOSALS

21.1 Responsiveness of Proposals

Proposals will not be considered if not received by the Department **on or before** the date and time specified as the due date for submission. All proposals must be typed or printed in ink. A responsive proposal is an offer to perform the scope of services called for in this Request for Proposal in accordance with all requirements of this Request for Proposal and receiving forty-eight (48) points or more on the Technical Proposal. Proposals found to be non-responsive shall not be considered. Proposals may be rejected if found to be irregular or not in conformance with the requirements and instructions herein contained. A proposal may be found to be irregular or non-responsive by reasons that include, but are not limited to, failure to utilize or complete prescribed forms, conditional proposals, incomplete proposals, indefinite or ambiguous proposals, and improper and/or undated signatures.

21.2 Multiple Proposals

Proposals may be rejected if more than one proposal is received from a Proposer. Such duplicate interest may cause the rejection of all proposals in which such Proposer has participated. Subcontractors may appear in more than one proposal.

21.3 Other Conditions

Other conditions which may cause rejection of proposals include, but are not limited to, evidence of collusion among Proposers, obvious lack of experience or expertise to perform the required work, failure to perform or meet financial obligations on previous contracts, or in the event an individual, firm, partnership, or corporation is on the General Services Administration Excluded Parties List. Proposers whose proposals, past performance, or current status do not reflect the capability, integrity, or reliability to fully and in good faith perform the requirements of the Contract may be rejected as non-responsible. The Department reserves the right to determine which proposals meet the requirements of this solicitation, and which Proposers are responsive and responsible.

22) **PROPOSAL FORMAT INSTRUCTIONS**

22.1 General Information

This section contains instructions that describe the required format for the proposal. All proposals submitted shall contain two parts and be marked as follows:

PART I TECHNICAL PROPOSAL NUMBER RFP-DOT-17/18-8001-RM
(One Separately Sealed Package for Technical)

PART II PRICE PROPOSAL NUMBER RFP-DOT-17/18-8001-RM
(One Separately Sealed Package for Prices)

THE SEPARATELY SEALED PACKAGES MAY BE MAILED TOGETHER IN ONE ENVELOPE OR BOX.

22.2 Technical Proposal (Part I) (One (1) Original, four (4) copies and one (1) electronic file)
(Do not include price information in Part I)

The Proposer must submit one (1) original, four (4) copies and one (1) electronic file of the technical proposal which are to be divided into the sections described below. Since the Department will expect all technical proposals to be in this format, failure of the Proposer to follow this outline may result in the rejection of the proposal. The technical proposal must be submitted in a separate sealed package marked "TECHNICAL PROPOSAL NUMBER RFP-DOT-17/18-8001-RM".

1. EXECUTIVE SUMMARY

The Proposer shall provide an Executive Summary to be written in nontechnical language to summarize the Proposer's overall capabilities and approaches for accomplishing the services specified herein. The Proposer is encouraged to limit the summary to no more than ten (10) pages.

2. PROPOSER'S MANAGEMENT PLAN

The Proposer shall provide a management plan which describes administration, management and key personnel.

a. Administration and Management

The Proposer should include a description of the organizational structure and management style established and the methodology to be used to control costs, services reliability and to maintain schedules; as well as the means of coordination and communication between the organization and the Department.

b. Identification of Key Personnel

The Proposer should provide the names of key personnel on the Proposer's team, as well as a resume for each individual proposed and a description of the functions and responsibilities of each key person relative to the task to be performed. The approximate percent of time to be devoted exclusively for this project and to the assigned tasks should also be indicated.

3. PROPOSER'S TECHNICAL PLAN

The Proposer shall provide a technical plan which explains their technical approach, facility capabilities, and prior relevant experience.

a. Implementation and Operations Plan

The Vendor shall provide an in-depth plan for the implementation of the project outlining all tasks necessary to transition to the new program.

The Vendor shall also provide a detailed explanation of the operations plan, to include:

- Operator daily shift plan, describing a typical Operator work day
- Supervisor daily work plan, describing a typical Supervisor work day
- Addressing Quick Clearance, and how the Operators and Supervisor will accomplish quick clearance concepts, including clearing travel lanes of vehicles and debris.
- How the Vendor will address shift changes, rest breaks and mealtime operationally to provide continuing service to FTE customers
- The location of the local office / shop and staging area(s)
- The Vendor's training plan for initial, refresher, and advance courses
- The Vendor's Safety plan
- How the Vendor will accomplish vehicle refueling, expendables replenishment, and storage of tools and expendables in vehicle
- The Vendor's plan to address disabled Safety Patrol Incident Response Team vehicles
- Any innovations the Vendor is proposing such as modification of the recommended zones, or other concepts for reducing costs and/or increasing service.

b. Vehicles and Equipment

- The Vendor shall provide a detailed description of the number and model of all vehicles to be included in the program, including supervisor and backup vehicles.
- The Vendor shall address the schedule for vehicle procurement to include, at a minimum, obtaining, equipping and painting the vehicles
- The Vendor shall also include the vehicle maintenance program, replacement plan, and the daily inspection process of vehicles and equipment.

c. Employee Hiring and Retention

- The Vendor shall provide an in depth plan on the following:
- Proposed recruitment including how and when such recruitment will be performed given the geographical area of this program
- Screening, hiring, orientation, and training
- Employee evaluations and promotion
- Employee pay including frequency of payments to employees and pay adjustments;
- Employee benefits, including, where applicable:
 - (1) The employee's cost for group medical coverage and associated employee deductibles,
 - (2) Vacation and sick leave policy including the amounts of hours earned annually and retention policy of such hours,
 - (3) How employees will be compensated for holiday pay,
 - (4) Other planned benefits, such as 401(k), short-term disability, long-term disability, life insurance, etc., with associated employee cost.
- Performance recognition whether positive or negative including incentive programs;
- Maintaining communications to minimize turnover and increase general employee morale; and
- Any additional methods of staff retention.

d. Experience and Performance

- The Vendor shall provide a list of similar projects or programs the Vendor has completed during the past five (5) years. The list shall indicate whether the Vendor was the prime contractor or a subcontractor and include the Customer's name including contact name and telephone number, project description, number of staff provided, start and end dates, and contract amount.
- The Vendor shall provide a list of any similar projects or programs the Vendor has currently under contract. The list shall indicate whether the Vendor is the prime contractor or a

subcontractor and include the Customer's name including contact name and telephone number, project description, number of staff provided, start and end dates, and contract amount.

22.3 Price Proposal (Part II) (One (1) original and four (4) copies)

The price proposal information is to be submitted in a separate sealed package marked "PRICE PROPOSAL NUMBER RFP-DOT-17/18-8001-RM". The Price Proposal information shall be submitted on the forms provided in the Request for Proposal.

22.4 Presenting the Proposal

The proposal shall be limited to a page size of eight and one-half by eleven inches (8½" x 11"). Foldout pages may be used, where appropriate, but should not exceed five percent (5%) of the total number of pages comprising the proposal. Type size shall not be less than ten (10) point font. The proposals should be indexed and all pages sequentially numbered. Bindings and covers will be at the Proposer's discretion.

Unnecessarily elaborate special brochures, art work, expensive paper and expensive visual and other presentation aids are neither necessary nor desired.

It is recognized that existing financial reports, documents, or brochures, such as those that delineate the Proposer's general capabilities and experience, may not comply with the prescribed format. It is not the intent to have these documents reformatted and they will be acceptable in their existing form.

23) "DRUG-FREE WORK PLACE" PREFERENCE

Whenever two or more bids which are equal with respect to price, quality, and service are received, the Department shall determine the order of award in accordance with section 295.187(4), Florida Statutes, and Rule 60A-1.011 Florida Administrative Code, which includes a preference for bid responses that certify the business has implemented a drug-free workplace program in accordance with Section 287.087, F.S. The "Drug-Free Workplace Program Certification" must be completed and submitted with the bid response to be eligible for this preference.

24) COPYRIGHTED MATERIAL

Copyrighted material will be accepted as part of a technical proposal only if accompanied by a waiver that will allow the Department to make paper and electronic copies necessary for the use of Department staff and agents. It is noted that copyrighted material is not exempt from the Public Records Law, Chapter 119, Florida Statutes. Therefore, such material will be subject to viewing by the public, but copies of the material will not be provided to the public.

25) ATTACHMENT TO RFP SUBMITTAL - CONFIDENTIAL MATERIAL

The Proposer must include any materials it asserts to be exempted from public disclosure under Chapter 119, Florida Statutes, in a separate bound document labeled "Attachment to Request for Proposals, Number RFP-DOT-17/18-8001-RM - Confidential Material". The Proposer must identify the specific Statute that authorizes exemption from the Public Records Law. Any claim of confidentiality on materials the Proposer asserts to be exempt from public disclosure and placed elsewhere in the proposal will be considered waived by the Proposer upon submission, effective after opening.

26) COSTS INCURRED IN RESPONDING

This Request for Proposal does not commit the Department or any other public agency to pay any costs incurred by an individual firm, partnership, or corporation in the submission of a proposal or to make necessary studies or designs for the preparation thereof, nor to procure or contract for any articles or services.

27) MAIL OR DELIVER PROPOSAL TO: (DO NOT FAX OR SEND BY E-MAIL)

**Florida Department of Transportation
Florida's Turnpike Enterprise
Turkey Lake Service Plaza
Milepost 263, Building 5315
Ocoee, FL 34761
Phone # (407) 532-3999**

It is the proposer's responsibility to assure that the proposal (Technical and Price proposal) is delivered to the proper place on or before the Proposal Due date and time (See Introduction Section 2 Timeline). Proposals which for any reason are not so delivered will not be considered.

By submitting a proposal, the Proposer represents that it understands and accepts the terms and conditions to be met and the character, quality and scope of services to be provided.

All proposals and associated forms shall be signed and dated in ink by a duly authorized representative of the Proposer.

Each Proposer shall fully acquaint itself with the conditions relating to the performance of the services under the conditions of this Request for Proposal. This may require an on-site observation.

28) MODIFICATIONS, RESUBMITTAL AND WITHDRAWAL

Proposers may modify submitted proposals at any time prior to the proposal due date. Requests for modification of a submitted proposal shall be in writing and must be signed by an authorized signatory of the proposer. Upon receipt and acceptance of such a request, the entire proposal will be returned to the proposer and not considered unless resubmitted by the due date and time. Proposers may also send a change in a sealed envelope to be opened at the same time as the proposal. The RFP number, due date and time should appear on the envelope of the modified proposal.

29) PROPOSAL OPENING

All proposal openings are open to the public. Technical Proposals will be opened by the Department at the date, time and location in the Timeline (See Introduction Section 2 Timeline). Price Proposals, which have a corresponding responsive Technical Proposal, will be opened by the Department at the date, time and location in the Timeline (See Introduction Section 2 Timeline).

30) PROPOSAL EVALUATION

30.1 Evaluation Process:

A Technical Review Committee (TRC) will be established to review and evaluate each proposal submitted in response to this Request for Proposal (RFP). The TRC will be composed of at least three (3) persons who collectively have experience and knowledge in the program areas and service requirements for which the commodities and/or contractual services are sought.

The Procurement Office will distribute to each member of the TRC a copy of each technical proposal. The TRC members will independently evaluate the proposals on the criteria and point system established in the section below entitled "Criteria for Evaluation" in order to assure that proposals are uniformly rated. Due to the complexity of certain procurements, the TRC members are authorized to consult with subject matter experts for the purpose of gathering information, if needed. The independent evaluations will be sent to the Procurement Office and averaged for each vendor. Proposing firms must attain an average score of forty-eight (48) points or higher on the Technical Proposal to be considered responsive. Should a Proposer receive fewer than forty-eight (48) points for their average Technical Proposal score, the Price Proposal will not be opened.

During the process of evaluation, the Procurement Office will conduct examinations of proposals for responsiveness to requirements of the RFP. Those determined to be non-responsive will be automatically rejected.

30.2 Oral Presentations - THERE ARE NO ORAL PRESENTATIONS FOR THIS PROJECT.

30.3 Price Proposal

The Proposer shall complete the Price Proposal form and submit as part of the Price Proposal Package. Any proposal in which this form is not used or in which the form is improperly executed may be considered non-responsive and the proposal will be subject to rejection. The vendor's completed form shall become a part of the Contract upon award of the Contract.

The Procurement Office will open Price Proposals in accordance with Section 29, Proposal Openings. The Procurement Office and/or the Project Manager/TRC will review and evaluate the price proposals and prepare a summary of its price evaluation. The Procurement Office and/or the Project Manager/TRC will assign points based on price evaluation criteria identified herein.

30.4 Criteria for Evaluation

Proposals will be evaluated and graded in accordance with the criteria detailed below.

a. Technical Proposal (80 Points)

Technical evaluation is the process of reviewing the Proposer's response to evaluate the experience, qualifications, and capabilities of the proposers to provide the desired services and assure a quality product.

The following point system is established for scoring the technical proposals:

	<u>Point Value</u>
1. Administration and Management	5
2. Implementation and Operations Plan	25
3. Vehicles and Equipment	20
4. Employee Hiring and Retention	20
5. Experience and Performance	10

b. Price Proposal (20 Points)

Price evaluation is the process of examining a prospective price without evaluation of the separate cost elements and proposed profit of the potential provider. Price analysis is conducted through the comparison of price quotations submitted.

The criteria for price evaluation shall be based upon the following formula:

$$\underline{(\text{Low Price} / \text{Proposer's Price}) \times \text{Price Points} = \text{Proposer's Awarded Points}}$$

31) POSTING OF INTENDED DECISION/AWARD

31.1 The Department's decision will be posted on the Florida Vendor Bid System, at www.myflorida.com, (click on "BUSINESS," click on "Doing Business with the State," under "Everything for Vendors and Customers," click on "Vendor Bid System (VBS)," on date and time in the Timeline, and will remain posted for a period of seventy-two (72) hours. Any proposer who is adversely affected by the Department's recommended award or intended decision must file the following with the Department of Transportation, Clerk of Agency Proceedings, Office of the General Counsel, 605 Suwannee Street, Mail Station 58, Tallahassee, Florida 32399-0450:

1. A written notice of protest within seventy-two (72) hours after posting of the Intended Award, (the notice of protest may be Faxed to 850-414-5264), and
2. A formal written protest and protest bond in compliance with Section 120.57(3), Florida Statutes, within ten (10) days of the date on which the written notice of protest is filed. At the time of filing the formal written protest, a bond (a cashier's check or money order may be accepted) payable to the Department must also be submitted in an amount equal to one percent (1%) of the estimated contract amount based on the contract price submitted by the protestor.

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

31.2 - Inability to Post:

If the Department is unable to post as defined above, the Department will notify all proposers by electronic notification on the Florida Vendor Bid System (see special condition 31.1, above) or by mail, fax, and/or telephone. The Department will provide notification of any future posting in a timely manner.

31.3 - Request to Withdraw Proposal:

Requests for withdrawal will be considered if received by the Department, in writing, within seventy-two (72) hours after the price proposal opening time and date. Requests received in accordance with this provision will be granted by the Department upon proof of the impossibility to perform based upon obvious error on the part of the proposer.

32) AWARD OF THE CONTRACT

Services will be authorized to begin when the Vendor receives the following document(s), as appropriate, indicating the encumbrance of funds and award of the contract:

- a) Standard Written Agreement executed by both parties.

33) RENEWAL

Upon mutual agreement, the Department and the Contract Vendor may renew the Contract for a period that may not exceed 3 years or the term of the original contract, whichever is longer. The renewal must be in writing and signed by both parties, and is subject to the same terms and conditions set forth in the initial contract and any written amendments signed by the parties. Any renewal shall specify the renewal price, as set forth in the solicitation response except that an agency may negotiate lower pricing. Renewal is contingent upon satisfactory performance evaluations and subject to the availability of funds.

34) ATTACHED FORMS

Price Proposal Form

Certificate of Experience Documentation

Drug-Free Workplace Program Certification (Form 375-040-18)

Vendor Certification Regarding Scrutinized Companies Lists (Form 375-030-60) (proposals of \$1 million or more)

Corporate Resolution

35) ATTACHED TERMS AND CONDITIONS

- Exhibit A – Scope of Services
- Exhibit B – Method of Compensation
- Exhibit C – Price Proposal
- Appendix A – Open Roads Policy

- Appendix B – Vehicle Spill Guidelines
- Appendix C – Move it Laws
- Appendix D – Liability Exemption
- Appendix E – Safety Patrol Standard Operating Guidelines Version 1.4.1
- Appendix F – Disqualifying Criteria
- Appendix G – Patrol Zones
- Appendix H – Vehicle Equipment Requirements
- Attachment “A” – Disbursement of Previous Payments
- Attachment “B” – Certificate of Contract Completion
- Standard Written Agreement

35) TERMS AND CONDITIONS

35.1 General Contract Conditions (PUR 1000)

The State of Florida’s General Contract Conditions are outlined in form PUR 1000, which is a downloadable document incorporated into this RFP by reference. Any terms and conditions set forth in this RFP document take precedence over the PUR 1000 form where applicable.

<http://www.dms.myflorida.com/content/download/2933/11777/1000.pdf>

The following paragraphs do not apply to this solicitation:

Paragraph 31, Dispute Resolution - PUR 1000

Paragraph 40, PRIDE – PUR 1000, when federal funds are utilized.

35.2 General Instructions to Respondents (PUR 1001)

The State of Florida’s General Instructions to Respondents are outlined in form PUR 1001, which is a downloadable document incorporated into this RFP by reference. Any terms and conditions set forth in this RFP document take precedence over the PUR 1001 form where applicable.

<http://www.dms.myflorida.com/content/download/2934/11780/1001.pdf>

The following paragraphs do not apply to this solicitation:

Paragraph 3, Electronic Submission – PUR 1001

Paragraph 4, Terms and Conditions – PUR 1001

Paragraph 5, Questions – PUR 1001

36) ORDER OF PRECEDENCE

All responses are subject to the terms and conditions of this solicitation, which, in case of conflict, shall have the following order of precedence listed:

- Standard Written Agreement
- Scope of Services
- Attachments
- Special Conditions
- Method of Compensation
- Price Proposal
- PUR Forms

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



FORMS

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

CERTIFICATION OF EXPERIENCE DOCUMENTATION

I, _____, _____, of _____,
(Print/Type Name) (Title)

_____, hereby certify that this Company has been in business
(Name of Business)

for a minimum of 5 years and has the experience to perform the services requested by RFP-DOT-17/18-8001-RM.

As I have indicated experience above, I now submit the following list of business and client references that will attest to our services and business relationships for the periods indicated and I hereby give permission to the Turnpike Enterprise to inquire for references as to my performance.

Signature: _____ Date: _____

Name of Business: _____

Note: In addition to being in business for the minimum number of years indicated above, the organized business enterprise (e.g., corporation, LLC or sole proprietorship) shall have been actively involved in the type of business specifically related to the technical scope and volume of work to that specified in the scope of work for this Contract for the minimum number of years indicated above. Submit documentation of the work experience with the bid package.

The Department will review carefully to determine if the Vendor(s) is responsive, responsible and qualified in the area of work contemplated by this Contract.

Describe your work experience in detail for the minimum period required, beginning with your current or most recent project. Use a separate block to describe each project. (Print out additional copies of the form or attach additional sheets as necessary.)

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () _____ - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () _____ - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () _____ - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () - _____

Project Description: _____

Date: (Mo. & Yr.): From _____ To _____ Dollar Value of Project: \$ _____

Client Name: _____ Client's Project Manager: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: () _____ - _____ Fax: () - _____

Project Description: _____

Name of Business: _____

FORM MUST BE EXECUTED AND SUBMITTED WITH BID PACKAGE

**DRUG-FREE WORKPLACE PROGRAM,
VEHICLE OPERATOR LICENSE & VEHICLE REGISTRATION,
NOTICE OF INTENT TO SUBLET**

I, _____, _____
(Name) Owner, President, Vice President or Designated Officer (Corp. Resolution*) (Title)

of _____, hereby certify that;
(Name of Business)

A. Drug-Free Workplace Program Certification

This firm ____ (has) ____ (has not) implemented a Drug-Free Workplace Program in accordance with the provision of Section 287.087, F.S.

B. Vehicle Operator License & Vehicle Registration

All operators driving Bidder vehicles are properly licensed in the State of Florida, for the type of vehicle being operated, in accordance with Chapter 322 F.S., and further states that all vehicles operated, or caused to be operated by said Bidder;

- Meet the financial responsibility requirements in accordance with Chapter 324 F.S., and shall remain so for the duration of the Contract.
- Registered in the State of Florida, in accordance with Section 337.11 F.S, and insured in the State of Florida to the limits required within the Contract and in accordance with Sections 320.02, 316.646, and 627.733 F.S., and shall remain so for the duration of the Contract.

C. Notice of Intent to Sublet

We ____ (do) ____ (do not) intend to sublet a portion of the work on this project.

If I have indicated above that a portion of the work will be sublet, then I hereby further certify that we have taken affirmative action to seek out and consider Minority Business Enterprises as potential subcontractors and/or suppliers. The classes of work I intend to sublet and the firms considered as potential subcontractors are as follows:

<u>Class of Work</u>	<u>Potential Subcontractors</u>	<u>Percent</u>	<u>MBE (Y) or (N)</u>
_____	_____	_____%	_____
_____	_____	_____%	_____
_____	_____	_____%	_____
_____	_____	_____%	_____

Signature: _____ Date: _____
Owner, President, Vice President or Designated Officer (Corp. Resolution*)

*If person signing the form is someone other than the Owner, President, or Vice President a copy of the Corporate Resolution granting signature authorization must be furnished in the bid package.

FORM MUST BE EXECUTED AND SUBMITTED WITH THE BID PACKAGE

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
**VENDOR CERTIFICATION REGARDING
SCRUTINIZED COMPANIES LISTS**

375-030-60
PROCUREMENT
06/11

Florida Statutes
287.135

Respondent Vendor Name: _____
Vendor FEIN: _____
Vendor's Authorized Representative Name and Title: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone Number: _____
Email Address: _____.

Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services of \$1 million or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes.

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

Certified By: _____,
who is authorized to sign on behalf of the above referenced company.
Authorized Signature Print Name and Title: _____

CORPORATE RESOLUTION OF

(recite name of Business)

WHEREAS, it is in the best interests of this corporation to enter into a contract with the State of Florida, _____ Department _____ of _____ Transportation _____ for

NOW THEREFORE, IT IS RESOLVED, that _____ (name and title of authorized officer; (e.g., John Doe, Division Manager) of this Business is hereby authorized and empowered on behalf of the Business to enter into a contract with the State of Florida, Department of Transportation, in consideration of _____ Dollars (\$ _____), upon the terms and conditions contained in the proposed contract, a copy of which is attached hereto as Exhibit A, and made a part hereof.

CERTIFICATE OF RESOLUTION

I, _____, secretary of _____ (name of Business), a Florida Business, or a Business founded in the State of _____, and authorized by the Secretary of State, State of Florida, to conduct business in the State of Florida, hereby certify that the foregoing is a full, true, and correct copy of the resolution of the Board of Directors of the Business, duly and regularly passed and adopted at a meeting of the Board duly called and held in all respects as required by law, and by the bylaws of the Business, on the _____ day of _____, 20____, at which meeting a quorum of the Board was present.

Executed by me as secretary of the corporation on this _____ day of _____, 20____.

Signature of Secretary

Name of Secretary printed or typed

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



STANDARD WRITTEN AGREEMENT

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
STANDARD WRITTEN AGREEMENT

Agreement No.: _____

Financial Project I.D.: 411451-1-78-02

F.E.I.D. No.: _____

Appropriation Bill Number(s)/Line Item Number(s) for 1st year of contract, pursuant to s. 216.313, F.S. _____
(required for contracts in excess of \$5 million)

Procurement No.: RFP-DOT-17/18-8001-RM

D.M.S. Catalog Class No.: 78141505

BY THIS AGREEMENT, made and entered into this _____ day of _____, 2017, by and between the STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION, hereinafter called the "Department" and _____, of _____, duly authorized to conduct business in the State of Florida, hereinafter called "Vendor," hereby agree as follows:

1. SERVICES AND PERFORMANCE

- A. In connection with providing Road Ranger Safety Service Patrol, the Department does hereby retain the Vendor to furnish certain services, information, and items as described in Exhibit "A," attached hereto and made a part hereof.
- B. Before making any additions or deletions to the work described in this Agreement, and before undertaking any changes or revisions to such work, the parties shall negotiate any necessary cost changes and shall enter into an Amendment covering such work and compensation. Reference herein to this Agreement shall include any amendment(s).
- C. All tracings, plans, specifications, maps, computer files, and reports prepared or obtained under this Agreement, as well as all data collected, together with summaries and charts derived therefrom, shall be the exclusive property of the Department without restriction or limitation on their use and shall be made available, upon request, to the Department at any time during the performance of such services and/or upon completion or termination of this Agreement. Upon delivery to the Department of said document(s), the Department shall become the custodian thereof in accordance with Chapter 119, Florida Statutes. The Vendor shall not copyright any material and products or patent any invention developed under this Agreement. The Department shall have the right to visit the site for inspection of the work and the products of the Vendor at any time.
- D. All final plans, documents, reports, studies, and other data prepared by the Vendor shall bear the professional's seal/signature, in accordance with the applicable Florida Statutes, Administrative Rules promulgated by the Department of Business and Professional Regulation, and guidelines published by the Department, in effect at the time of execution of this Agreement. In the event that changes in the statutes or rules create a conflict with the requirements of published guidelines, requirements of the statutes and rules shall take precedence.
- E. The Vendor agrees to provide project schedule progress reports in a format acceptable to the Department and at intervals established by the Department. The Department shall be entitled at all times to be advised, at its request, as to the status of work being done by the Vendor and of the details thereof. Coordination shall be maintained by the Vendor with representatives of the Department, or of other agencies interested in the project on behalf of the Department. Either party to this Agreement may request and be granted a conference.
- F. All services shall be performed by the Vendor to the satisfaction of the Director who shall decide all questions, difficulties, and disputes of any nature whatsoever that may arise under or by reason of this Agreement, the prosecution and fulfillment of the services hereunder and the character, quality, amount of value thereof; and the decision upon all claims, questions, and disputes shall be final and binding upon the parties hereto. Adjustments of compensation and contract time because of any major changes in the work that may become necessary or desirable as the work progresses shall be subject to mutual agreement of the parties, and amendment(s) shall be entered into by the parties in accordance herewith.

Reference herein to the Director shall mean the

Executive Director and Chief Executive Officer, Florida's Turnpike Enterprise

2. TERM

A. Initial Term. This Agreement shall begin on date of execution and shall remain in full force and effect through completion of all services required or as selected below, whichever occurs first. Subsequent to the execution of this Agreement by both parties, the services to be rendered by the Vendor shall commence and be completed in accordance with the option selected below. (Select box and indicate date(s) as appropriate):

- Services shall commence February 13, 2018 and shall be completed by February 12, 2023 or date of termination, whichever occurs first.

B. RENEWALS (Select appropriate box):

- This Agreement may not be renewed.
- This Agreement may be renewed for a period that may not exceed three (3) years or the term of the original contract, whichever is longer. Renewals are contingent upon satisfactory performance evaluations by the Department and subject to the availability of funds. Costs for renewal may not be charged. Any renewal or extension must be in writing and is subject to the same terms and conditions set forth in this Agreement and any written amendments signed by the parties.

C. EXTENSIONS. In the event that circumstances arise which make performance by the Vendor impracticable or impossible within the time allowed or which prevent a new contract from being executed, the Department, in its discretion, may grant an extension of this Agreement. Extension of this Agreement must be in writing for a period not to exceed six (6) months and is subject to the same terms and conditions set forth in this Agreement and any written amendments signed by the parties; provided the Department may, in its discretion, grant a proportional increase in the total dollar amount based on the method and rate established herein. There may be only one extension of this Agreement unless the failure to meet the criteria set forth in this Agreement for completion of this Agreement is due to events beyond the control of the Vendor.

It shall be the responsibility of the Vendor to ensure at all times that sufficient time remains in the Project Schedule within which to complete services on the project. In the event there have been delays which would affect the project completion date, the Vendor shall submit a written request to the Department which identifies the reason(s) for the delay and the amount of time related to each reason. The Department shall review the request and make a determination as to granting all or part of the requested extension.

3. COMPENSATION AND PAYMENT

A. Payment shall be made only after receipt and approval of goods and services unless advance payments are authorized by the Chief Financial Officer of the State of Florida under Chapters 215 and 216, Florida Statutes. Deliverable(s) must be received and accepted in writing by the Contract Manager on the Department's invoice transmittal forms prior to payment. If the Department determines that the performance of the Vendor is unsatisfactory, the Department shall notify the Vendor of the deficiency to be corrected, which correction shall be made within a time-frame to be specified by the Department. The Vendor shall, within five days after notice from the Department, provide the Department with a corrective action plan describing how the Vendor will address all issues of contract non-performance, unacceptable performance, failure to meet the minimum performance levels, deliverable deficiencies, or contract noncompliance. If the corrective action plan is unacceptable to the Department, the Vendor shall be assessed a non-performance retainage equivalent to 10% of the total invoice amount. The retainage shall be applied to the invoice for the then-current billing period. The retainage shall be withheld until the vendor resolves the deficiency. If the deficiency is subsequently resolved, the Vendor may bill the Department for the retained amount during the next billing period. If the Vendor is unable to resolve the deficiency, the funds retained may be forfeited at the end of the agreement period.

B. If this Agreement involves units of deliverables, then such units must be received and accepted in writing by the Contract Manager prior to payments.

C. Bills for fees or other compensation for services or expenses shall be submitted in detail sufficient for a proper preaudit and postaudit thereof.

D. The bills for any travel expenses, when authorized by terms of this Agreement and by the Department's Project Manager, shall be submitted in accordance with Section 112.061, Florida Statutes. In addition, if compensation for travel is authorized under this Agreement and by the Department's Project Manager, then the Department shall not compensate the Vendor for lodging/hotel expenses in excess of \$150.00 per day (excluding taxes and fees). The Vendor may expend their own funds to the extent the lodging/hotel expense exceeds \$150.00 per day. The Department, in its sole discretion and pursuant to its internal policies and procedures, may approve compensation to the Vendor for lodging/hotel expenses in excess of \$150.00 per day.

E. Vendors providing goods and services to the Department should be aware of the following time frames. Upon receipt, the Department has five (5) working days to inspect and approve the goods and services, unless otherwise specified herein. The Department has twenty (20) days to deliver a request for payment (voucher) to the Department of Financial Services. The twenty (20) days are measured from the latter of the date the invoice is received or the goods or services are received, inspected and approved.

- F. If a payment is not available within forty (40) days, a separate interest penalty as established pursuant to Section 215.422, Florida Statutes, shall be due and payable, in addition to the invoice amount, to the Vendor. Interest penalties of less than one (1) dollar shall not be enforced unless the Vendor requests payment. Invoices which have to be returned to a Vendor because of Vendor preparation errors shall result in a delay in the payment. The invoice payment requirements do not start until a properly completed invoice is provided to the Department.
- G. The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system. Pursuant to Section 287.057(22), Florida Statutes, all payments shall be assessed a transaction fee of one percent (1%), which the Vendor shall pay to the State. For payments within the State accounting system (FLAIR or its successor), the transaction fee shall, when possible, be automatically deducted from payments to the Vendor. If automatic deduction is not possible, the Vendor shall pay the transaction fee pursuant to Rule 60A-1.031(2), Florida Administrative Code. By submission of these reports and corresponding payments, Vendor certifies their correctness. All such reports and payments shall be subject to audit by the State or its designee. The Vendor shall receive a credit for any transaction fee paid by the Vendor for the purchase of any item(s) if such item(s) are returned to the Vendor through no fault, act, or omission of the Vendor. Notwithstanding the foregoing, a transaction fee is non-refundable when an item is rejected or returned, or declined, due to the Vendor's failure to perform or comply with specifications or requirements of the Agreement. Failure to comply with these requirements shall constitute grounds for declaring the Vendor in default and recovering procurement costs from the Vendor in addition to all outstanding fees. VENDORS DELINQUENT IN PAYING TRANSACTION FEES MAY BE EXCLUDED FROM CONDUCTING FUTURE BUSINESS WITH THE STATE.
- H. A vendor ombudsman has been established within the Department of Financial Services. The duties of this individual include acting as an advocate for vendors who may be experiencing problems in obtaining timely payment(s) from a state agency. The Vendor Ombudsman may be contacted at (850) 413-5516.
- I. Records of costs incurred under terms of this Agreement shall be maintained and made available upon request to the Department at all times during the period of this Agreement and for three (3) years after final payment for the work pursuant to this Agreement is made. Copies of these documents and records shall be furnished to the Department upon request. Records of costs incurred shall include the Vendor's general accounting records and the project records, together with supporting documents and records of the Vendor and all subcontractors performing work on the project, and all other records of the Vendor and subcontractors considered necessary by the Department for a proper audit of project costs.
- J. The Department, during any fiscal year, shall not expend money, incur any liability, or enter into any contract which, by its terms, involves the expenditure of money in excess of the amounts budgeted as available for expenditure during such fiscal year. Any contract, verbal or written, made in violation of this subsection is null and void, and no money may be paid on such contract. The Department shall require a statement from the comptroller of the Department that funds are available prior to entering into any such contract or other binding commitment of funds. Nothing herein contained shall prevent the making of contracts for periods exceeding one (1) year, but any contract so made shall be executory only for the value of the services to be rendered or agreed to be paid for in succeeding fiscal years. Accordingly, the Department's performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Legislature.

4. INDEMNITY AND PAYMENT FOR CLAIMS

- A. INDEMNITY: To the extent permitted by Florida Law, the Vendor shall indemnify and hold harmless the Department, its officers and employees from liabilities, damages, losses, and costs, including, but not limited to, reasonable attorney's fees, to the extent caused by negligence, recklessness, or intentional wrongful misconduct of the Vendor and person employed or utilized by the Vendor in the performance of this Agreement.

It is specifically agreed between the parties executing this Agreement that it is not intended by any of the provisions of any part of the Agreement to create in the public or any member thereof, a third party beneficiary hereunder, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provision of this Agreement.

PAYMENT FOR CLAIMS: The Vendor guaranties the payment of all just claims for materials, supplies, tools, or labor and other just claims against the Vendor or any subcontractor, in connection with the Agreement. The Department's final acceptance and payment does not release the Vendor's bond until all such claims are paid or released.

- B. LIABILITY INSURANCE. (Select and complete as appropriate):
- No general liability insurance is required.
 - The Vendor shall carry and keep in force during the term of this Agreement, a general liability insurance policy or policies with a company or companies authorized to do business in Florida, affording public liability insurance with a combined bodily injury limits of at least \$1,000,000.00 per person and \$2,000,000.00 each occurrence, and property damage insurance of at least \$500,000.00 each occurrence, and automobile liability insurance covering all vehicles, owned or otherwise used in the Contract work, with minimum combined limits of \$500,000.00, including hired and non-owned liability, and \$5,000.00 medical payments, for the services to be rendered in accordance with this Agreement.
- C. WORKERS' COMPENSATION. The Vendor shall also carry and keep in force Workers' Compensation insurance as required for the State of Florida under the Workers' Compensation Law.

D. PERFORMANCE AND PAYMENT BOND. (Select as appropriate):

- No Bond is required.

E. CERTIFICATION. With respect to any general liability insurance policy required pursuant to this Agreement, all such policies shall be issued by companies licensed to do business in the State of Florida. The Vendor shall provide to the Department certificates showing the required coverage to be in effect with endorsements showing the Department to be an additional insured prior to commencing any work under this Contract. Policies that include Self Insured Retention (SIR) will not be accepted. The certificates and policies shall provide that in the event of any material change in or cancellation of the policies reflecting the required coverage, thirty days advance notice shall be given to the Department or as provided in accordance with Florida law.

5. COMPLIANCE WITH LAWS

A. The Vendor shall comply with Chapter 119, Florida Statutes. Specifically, the Vendor shall:

- (1) Keep and maintain public records required by the Department to perform the service.
- (2) Upon request from the Department's custodian of public records, provide the Department with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
- (3) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of the Agreement if the Vendor does not transfer the records to the Department.
- (4) Upon completion of the Agreement, transfer, at no cost, to the Department, all public records in possession of the Vendor or keep and maintain public records required by the Department to perform the service. If the Vendor transfers all public records to the Department upon completion of the Agreement, the Vendor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Vendor keeps and maintains public records upon completion of the Agreement, the Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Department, upon request from the Department's custodian of public records, in a format that is compatible with the information technology systems of the Department.

Failure by the Vendor to comply with Chapter 119, Florida Statutes, shall be grounds for immediate unilateral cancellation of this Agreement by the Department.

IF THE VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

Turnpike Enterprise Chief Counsel, Florida Turnpike - Office of General Counsel, Turnpike Mile Post 263, Bldg. 5315, Ocoee, FL 34761, (407) 264-3170, TPprcustodian@dot.state.fl.us

- B. The Vendor agrees that it shall make no statements, press releases or publicity releases concerning this Agreement or its subject matter or otherwise discuss or permit to be disclosed or discussed any of the data or other information obtained or furnished in compliance with this Agreement, or any particulars thereof, during the period of the Agreement, without first notifying the Department's Contract Manager and securing prior written consent. The Vendor also agrees that it shall not publish, copyright, or patent any of the data developed under this Agreement, it being understood that such data or information are works made for hire and the property of the Department.
- C. The Vendor shall comply with all federal, state, and local laws and ordinances applicable to the work or payment for work thereof, and will not discriminate on the grounds of race, color, religion, sex, national origin, age, or disability in the performance of work under this Agreement.
- D. If the Vendor is licensed by the Department of Business and Professional Regulation to perform the services herein contracted, then Section 337.162, Florida Statutes, applies as follows:
- (1) If the Department has knowledge or reason to believe that any person has violated the provisions of the state professional licensing laws or rules, it shall submit a complaint regarding the violations to the Department of Business and Professional Regulation. The complaint shall be confidential.
 - (2) Any person who is employed by the Department and who is licensed by the Department of Business and Professional Regulation and who, through the course of the person's employment, has knowledge to believe that any person has violated the provisions of state professional licensing laws or rules shall submit a complaint regarding the violations to the Department of Business and Professional Regulation. Failure to submit a complaint about the violations may be grounds for disciplinary action pursuant to Chapter 455, Florida Statutes, and the state licensing law applicable to that licensee. The complaint shall be confidential.

(3) Any complaints submitted to the Department of Business and Professional Regulation are confidential and exempt from Section 119.07(1), Florida Statutes, pursuant to Chapter 455, Florida Statutes, and applicable state law.

- E. The Vendor covenants and agrees that it and its employees and agents shall be bound by the standards of conduct provided in applicable law and applicable rules of the Board of Business and Professional Regulation as they relate to work performed under this Agreement. The Vendor further covenants and agrees that when a former state employee is employed by the Vendor, the Vendor shall require that strict adherence by the former state employee to Sections 112.313 and 112.3185, Florida Statutes, is a condition of employment for said former state employee. These statutes will by reference be made a part of this Agreement as though set forth in full. The Vendor agrees to incorporate the provisions of this paragraph in any subcontract into which it might enter with reference to the work performed pursuant to this Agreement.
- F. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity, may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work, may not submit a bids, proposals, or replies on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of thirty-six (36) months following the date of being placed on the convicted vendor list.
- G. An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity, may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids, proposals, or replies on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with a public entity, and may not transact business with any public entity.
- H. The Department shall consider the employment by any vendor of unauthorized aliens a violation of Section 274A(e) of the Immigration and Nationality Act. If the Vendor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of this agreement.
- I. The Vendor agrees to comply with the Title VI Nondiscrimination Contract Provisions Appendices A and E, available at <http://www.dot.state.fl.us/procurement/index.shmt>, incorporated herein by reference and made a part of this Agreement.
- J. Pursuant to Section 216.347, Florida Statutes, the vendor may not expend any State funds for the purpose of lobbying the Legislature, the judicial branch, or a state agency.
- K. Any intellectual property developed as a result of this Agreement will belong to and be the sole property of the State. This provision will survive the termination or expiration of the Agreement.
- L. The Vendor agrees to comply with s.20.055(5), Florida Statutes, and to incorporate in all subcontracts the obligation to comply with s.20.055(5), Florida Statutes.

6. TERMINATION AND DEFAULT

- A. This Agreement may be canceled by the Department in whole or in part at any time the interest of the Department requires such termination. The Department reserves the right to terminate or cancel this Agreement in the event an assignment be made for the benefit of creditors.
- B. If the Department determines that the performance of the Vendor is not satisfactory, the Department shall have the option of (a) immediately terminating the Agreement, or (b) notifying the Vendor of the deficiency with a requirement that the deficiency be corrected within a specified time, otherwise the Agreement will be terminated at the end of such time, or (c) taking whatever action is deemed appropriate by the Department.
- C. If the Department requires termination of the Agreement for reasons other than unsatisfactory performance of the Vendor, the Department shall notify the Vendor of such termination, with instructions as to the effective date of termination or specify the stage of work at which the Agreement is to be terminated.
- D. If the Agreement is terminated before performance is completed, the Vendor shall be paid only for that work satisfactorily performed for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the agreement price as the amount of work satisfactorily completed is a percentage of the total work called for by this Agreement. All work in progress shall become the property of the Department and shall be turned over promptly by the Vendor.
- E. For Agreements \$1,000,000 and greater, if the Department determines the Vendor submitted a false certification under Section 287.135(5), of the Florida Statutes, or if the Vendor has been placed on the Scrutinized Companies with Activities in the Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, the Department shall either terminate the Agreement after it has given the Vendor notice and an opportunity to demonstrate the Department's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or maintain the Agreement if the conditions of Section 287.135(4) of the Florida Statutes, are met. The requirement is not applicable to federally funded contracts.

7. ASSIGNMENT AND SUBCONTRACTS

A. The Vendor shall maintain an adequate and competent staff so as to enable the Vendor to timely perform under this Agreement and may associate with it such subcontractors, for the purpose of its services hereunder, without additional cost to the Department, other than those cost within the limits and terms of this Agreement. The Vendor is fully responsible for satisfactory completion of all subcontracted work. The Vendor, however, shall not sublet, assign, or transfer any work under this Agreement to other than subcontractors specified in the proposal, bid, and/or Agreement without the written consent of the Department.

B. Select the Appropriate box:

- The following provision is not applicable to this Agreement:
- The following provision is hereby incorporated in and made a part of this Agreement:

It is expressly understood and agreed that any articles that are the subject of, or required to carry out this Agreement shall be purchased from a nonprofit agency for the blind or for the severely handicapped that is qualified pursuant to Chapter 413, Florida Statutes, in the same manner and under the same procedures set forth in Section 413.036(1) and (2), Florida Statutes; and for purposes of this Agreement the person, firm, or other business entity (Vendor) carrying out the provisions of this Agreement shall be deemed to be substituted for the state agency (Department) insofar as dealings with such qualified nonprofit agency are concerned. RESPECT of Florida provides governmental agencies within the State of Florida with quality products and services produced by persons with disabilities. Available pricing, products, and delivery schedules may be obtained by contacting:

RESPECT
2475 Apalachee Pkwy
Tallahassee, Florida 32301-4946
Phone: (850) 487-1471

- The following provision is hereby incorporated in and made a part of this Agreement:

It is expressly understood and agreed that any articles which are the subject of, or required to carry out this Agreement shall be purchased from the corporation identified under Chapter 946, Florida Statutes, in the same manner and under the procedures set forth in Section 946.515(2) and (4), Florida Statutes; and for purposes of this Agreement the person, firm, or other business entity (Vendor) carrying out the provisions of this Agreement shall be deemed to be substituted for this agency (Department) insofar as dealings with such corporation are concerned. The “corporation identified” is Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE). Available pricing, products, and delivery schedules may be obtained by contacting:

PRIDE Enterprises
12425 – 28th Street, North
St. Petersburg, FL 33716-1826
(800) 643-8459

- This Agreement involves the expenditure of federal funds and Section 946.515, Florida Statutes, as noted above, does not apply. However, Appendix I is applicable to all parties and is hereof made a part of this Agreement.

8. MISCELLANEOUS

A. The Vendor and its employees, agents, representatives, or subcontractors are not employees of the Department and are not entitled to the benefits of State of Florida employees. Except to the extent expressly authorized herein, Vendor and its employees, agents, representative, or subcontractors are not agents of the Department or the State for any purpose or authority such as to bind or represent the interests thereof, and shall not represent that it is an agent or that it is acting on the behalf of the Department or the State. The Department shall not be bound by any unauthorized acts or conduct of the Vendor or its employees, agents, representatives, or subcontractors. Vendor agrees to include this provision in all its subcontract under this Agreement.

B. All words used herein in the singular form shall extend to and include the plural. All words used in the plural form shall extend to and include the singular. All words used in any gender shall extend to and include all genders.

C. This Agreement embodies the whole agreement of the parties. There are no promises, terms, conditions, or obligations other than those contained herein, and this Agreement shall supersede all previous communications, representations, or agreements, either verbal or written, between the parties hereto. The State of Florida terms and conditions, whether general or specific, shall take precedence over and supersede any inconsistent or conflicting provision in any attached terms and conditions of the Vendor.

D. It is understood and agreed by the parties hereto that if any part, term or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid.

E. This Agreement shall be governed by and construed in accordance with the laws of the State of Florida.

- F. In any legal action related to this Agreement, instituted by either party, the Vendor hereby waives any and all privileges and rights it may have under Chapter 47 and Section 337.19, Florida Statutes, relating to venue, as it now exists or may hereafter be amended, and any and all such privileges and rights it may have under any other statute, rule, or case law, including, but not limited to those grounded on convenience. Any such legal actions may be brought in the appropriate Court in the county chosen by the Department and in the event that any such legal action is filed by the Vendor, the Vendor hereby consents to the transfer of venue to the county chosen by the Department upon the Department filing a motion requesting the same.
- G. If this Agreement involves the purchase or maintenance of information technology as defined in Section 282.0041, Florida Statutes, the selected provisions of the attached Appendix II are made a part of this Agreement.
- H. If this Agreement is the result of a formal solicitation (Invitation to Bid, Request for Proposal or Invitation to Negotiate), the Department of Management Services Form PUR1000 and PUR1001, included in the solicitation, are incorporated herein by reference and made a part of this Agreement.
- I. The Department may grant the Vendor’s employees or subconsultants access to the Department’s secure networks as part of the project. In the event such employees’ or subconsultants’ participation in the project is terminated or will be terminated, the Vendor shall notify the Department’s project manager no later than the employees’ or subconsultants’ separation date from participation in the project or immediately upon the Vendor acquiring knowledge of such termination of employees’ or subconsultants’ participation in the project, whichever occurs later.
- J. Vendors/Contractor:
 - 1. shall utilize the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of all new employees hired by the Vendor/Contractor during the term of the Contract; and
 - 2. shall expressly require any subcontractors performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term.
- K. Time is of the essence as to each and every obligation under this Agreement.
- L. The following attachments are incorporated and made a part of this agreement: Exhibit “A,” Scope of Services, Appendices A – H, Attachments A-B, Exhibit “B,” Method of Compensation, and Exhibit “C,” Price Proposal
- M. Other Provisions:

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized officer on the day, month and year set forth above.

STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

Name of Vendor

BY: _____
Authorized Signature

BY: _____
Authorized Signature

(Print/Type)

Diane Gutierrez-Scaccetti
(Print/Type)

Title: _____

Title: Executive Director and Chief Executive Officer

FOR DEPARTMENT USE ONLY

APPROVED:

LEGAL REVIEW:

Procurement Office

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



EXHIBIT "A"

SCOPE OF SERVICES

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

Road Ranger Safety Service Patrol

Scope of Services Exhibit “A”

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Road Ranger Safety Service Patrol

Scope of Services

Exhibit “A”

1. Terms and Definitions

- APL – FDOT approved products list
- AVL – Automated Vehicle Location
- CBRAS – Citizens Band Radio Advisory System
- CCTV – Closed Circuit Television
- CMS – Changeable Message Sign
- CPR – Cardiopulmonary Resuscitation
- DMS – Dynamic Message Sign
- EL – Express Lane
- ESS – Emergency Stopping Site
- Expendables – Items given at no cost to customers including, but not limited to, supplies, drinking water, flares, etc.
- FDLE – Florida Department of Law Enforcement
- FDOT – Florida Department of Transportation
- FHP – Florida Highway Patrol
- FHWA – Federal Highway Administration
- FTE – Florida’s Turnpike Enterprise
- GTL – General Toll Lane
- HAR – Highway Advisory Radio
- HEFT – Homestead Extension of Florida’s Turnpike
- IRT – Incident Response Truck
- JTF – Joint Task Force on State Agency Law Enforcement Communications
- MOT – Maintenance of Traffic
- MP – Milepost
- MUTCD – Manual on Uniform Traffic Control Devices (downloadable at http://mutcd.fhwa.dot.gov/kno_2003r1r2.htm)
- NFPA – National Fire Protection Association
- NIMS – National Incident Management System
- Operator – Road Ranger Safety Service Patrol vehicle driver
- PA – Public Address loudspeaker
- PWOFF – Professional Wrecker Operators of Florida
- RISC – Rapid Incident Scene Clearance heavy recovery incentive program
- RRSSP – Road Ranger Safety Service Patrol
- SLERS – Statewide Law Enforcement Radio System
- SOG/SP SOG – Florida’s Turnpike Road Ranger Safety Service Patrol Program Standard Operating Guidelines
- STARR – Specialty Towing and Roadside Repair program
- TIM – Traffic Incident Management

- TMC – Traffic Management Center. FTE operates TMCs located at the Pompano and Turkey Lake Service Plazas.
- TRAA – Towing and Recovery Association of America
- TTC – Temporary Traffic Control
- Vendor – The individual company contracted with FTE to provide and operate the Road Ranger Safety Service Patrol program.

2 Contract Overview

Florida's Turnpike Enterprise (FTE) intends to provide Road Ranger Safety Service Patrol (RRSSP) operators and vehicles through a contract with a Vendor to patrol FTE roadway facilities providing incident management and motorist assistance services.

FTE desires a Vendor organization that will appropriately represent FTE to the public and provide services in a professional, effective and efficient manner with a quality of service and appearance that brings credit to both the FTE and the Vendor organization.

2.1 *Services to be provided by Vendor*

Unless otherwise specified, the Vendor shall be responsible for providing and maintaining all required resources for full-function RRSSP services in accordance with the requirements of FDOT Road Ranger Program Procedure No: 750-030-015 Road Ranger Operations (current version) and as described herein including, but not limited to, furnishing all personnel, supervision, expertise, training, certifications, vehicles, technical computerized equipment, communication devices, equipment, tools, materials, maintenance, expendables, parts, licenses, supplies and incidentals.

The services to be provided by the Vendor shall include, but not be limited to, a combination of patrolling, roving and staging for response on Florida's Turnpike facilities up to twenty-four (24) hours per day, seven (7) days per week. Services to be provided include, but are not limited to:

- Detecting, verifying, reporting and providing all necessary assistance with traffic incidents to insure safe, quick clearance.
- Rendering assistance to FTE customers as directed by appropriate supervisor, law enforcement agencies or as provided for in the Standard Operating Guidelines (SOGs).
- Assisting FTE, the Florida Highway Patrol (FHP) and other law enforcement agencies, Fire Rescue/EMS, and other agencies as needed or requested, per the SOGs.
- Safely and expeditiously removing debris and minor non-hazardous spills from the highway, or assisting with removing vehicles or other incidents per the SOGs.
- Specialized response activities for Express Lanes, including establishing traffic controls for hard closures of the Express Lane for incident management; facilitating emergency egress from the Express Lane; and directing traffic to or from the Express Lane for incident management purposes (as described in the SP SOG Express Lane Supplement).
- Taking actions to maintain and/or improve safe and efficient flow of traffic.
- Daily monitoring of intelligent transportation systems devices.
- Identifying, verifying and reporting property damage to infrastructure owned by or located on the Florida's Turnpike Enterprise right-of-way.

RRSSP Operators need a working knowledge of maintenance of traffic (MOT), traffic incident management (TIM), the National Incident Management System (NIMS), hazardous materials awareness, and need to be able to provide incident status and traffic condition reports to the Traffic Management Center (TMC).

The RRSSP fleet will consist of incident response trucks (IRT), tow trucks, flatbed wreckers, and/or pickup trucks as described in Section 13.1. It is anticipated that:

- Tow trucks, designated IRTs and pickup trucks will be patrolling,
- Flatbed wreckers will be staged, and
- Designated IRTs, operated by Incident Response Lead Operators, will be staged and roving as needed.

The Vendor shall initially provide vehicles, equipment and personnel to patrol designated portions of:

- Homestead Extension of Florida's Turnpike, Milepost (MP) 0.0 to 46.5
- Florida's Turnpike Mainline, MP 46.5 to 308.9 and 0X to 3.34X
- Sawgrass Expressway, MP 0.0 to 22.5

Effective on or about September 8, 2018, it is expected that coverage of the following roadways will be added:

- East-West Expressway (SR 408), MP 0 to 1
- Southern Connector (SR 417), MP 0 to 6
- Seminole Expressway (SR 417), MP 37 to 55
- Beachline Expressway (SR 528), MP 0 to 8
- Western Beltway (SR 429), MP 0 to 11

Current Express Lane Corridor and General Purpose Lane Patrol zones are listed in Appendix G. Future Express Lane Corridor patrol zones will be determined in conjunction with the Vendor and Florida Highway Patrol. Patrol zones may be modified by FTE to provide the best response and customer service.

Additional roadways/zones may be added in the future.

Patrol zones and hours of patrol are subject to the availability of funds.

2.2 Conflicts with other Response Contracts

Prospective vendors should be aware that the FTE incident management program includes services for Specialty Towing and Roadside Repair (STARR). Prospective RRSSP vendors are precluded from providing STARR services or other towing, roadside assistance or emergency response services in the areas covered by this RRSSP Contract.

Consequently, the Vendor shall not simultaneously hold the RRSSP Contract when the Vendor has an existing towing, roadside assistance or emergency response contract for the same roadway segments.

(This requirement does not preclude a Rapid Incident Scene Clearance (RISC) Vendor from providing RRSSP services unless the Vendor also has an existing towing, roadside assistance or emergency response contract with FTE in the areas covered by this RRSSP Contract.)

3 Objective

3.1 *RRSSP Role and Functions*

One of the highest goals for Florida's Turnpike Enterprise is "to provide outstanding service for our customers."

The purpose of the RRSSP program is to provide safe, efficient assistance to FTE customers while reducing congestion on the roadway through safe and rapid response and clearance of incidents in accordance with, and in support of, Florida's Open Roads Policy (Appendix A).

The FTE RRSSP plays an integral part in achieving this goal by safely and efficiently patrolling and providing emergency service to FTE customers on the road. The RRSSP program has a direct impact on two additional premium service goal objectives:

- Safe, quick clearance of traffic crashes and incidents, and
- Promptly providing limited assistance to motorists with disabled vehicles.

The RRSSP meets these objectives by responding promptly and directly to traffic incidents (crashes, motorists with disabled vehicles, debris removal, abandoned vehicles, and others).

The FTE RRSSP is a full function incident response program that includes customary motorist assistance functions.

The program includes prompt detection of incidents or disruptions in the traffic stream; minimizing incident duration; clearing obstructions; restoring full capacity to the facility; and safety activities at the scene to reduce the risk of secondary incidents. With a direct two-way radio link utilizing the State Law Enforcement Radio System (SLERS), the RRSSP units are an integral component of the traffic management process managed by the FTE Traffic Management Centers (TMCs).

Another critical objective is the prevention of injury to incident responders and highway users. FTE RRSSP Operators, properly trained and with fully equipped trucks, can clear most damaged or disabled vehicles from travel lanes in accordance with Florida's Move-It law without having to wait for a wrecker. This "safe, quick clearance" activity substantially reduces the duration of vehicle crashes and disabled vehicles left in hazardous locations, minimizing the exposure to other responders.

RRSSP operators can also relocate a disabled or wrecked vehicle to an exit, emergency stopping site (ESS), or other safe location for pick up and towing by a wrecker, helping to reduce and dissipate the traffic queue. These aggressive actions benefit both the Highway Patrol, by allowing troopers to finish their work in a safe location, and the FTE's customers, by minimizing the lingering impact to the traffic stream. If the incident cannot be moved from the travel lanes immediately, the RRSSP operator will establish MOT in accordance with the SP SOGs.

3.1.1 Response and Clearance Measures

3.1.1.1 General

The initial number and mix of vehicles reflects the anticipated level of usage of the HEFT Express Lanes.

FTE will work with the Vendor to establish the anticipated mix of patrolling and staged vehicles by time of day and day of week, all within the FTE budget limits.

As traffic increases on the Express Lanes and as additional Express Lanes are implemented in the corridor, the effort required to meet response and clearance time goals is also expected to increase.

3.1.1.2 Response

Through a coordinated plan of patrolling and staging, the Vendor is expected to:

- Respond to each traffic incident in Express Lanes within 15:00 minutes from dispatch to arrival,
- Maintain a monthly average of 15:00 minutes or less response to dispatched lane-blocking traffic incidents in the general toll lanes in each zone, and
- Maintain a monthly average of 15:00 minutes or less response to all traffic events in the general toll lanes in each zone.

3.1.1.3 Clearance

The expected clearance goals are average combined monthly clearance times of:

- Less than 30 minutes for all Level 1 (minor)¹ and 2 (intermediate) incidents.
- Less than 90 minutes for all Level 3 (major) incidents.

Not achieving response and/or clearance measures/goals can or will result in a review of the Vendors operations plan, including staging locations and vehicle mix, and implementation of changes to meet the specified goals.

3.1.2 Vendor Innovations

FTE expects the Vendor to be an active partner in the provision of incident management and motorist assistance services, and encourages innovative training, equipment, and practices. To further this goal, FTE may test or implement innovative practices and/or hardware that may require the cooperation of the Vendor.

¹ Incident levels are defined in Section 16.1

3.2 Safety Patrol Standard Operating Guidelines

FTE has prepared Standard Operating Guidelines (SP SOG) to guide the RRSSP operators in their daily field operations. The SP SOG document is the standard by which FTE expects the Vendor to conduct the operations of the RRSSP. The SP SOG is included as part of this Scope of Services as Appendix E.

This Scope of Services was developed using Version 2.0 of the SP SOG, dated August 2012. As the SP SOG is a living document, the most recent version of the SP SOG will be used during the Project. SP SOG updates during the term of the Contract will be a collaborative effort, with an approval process, between FTE and the Vendor and may also include input from FHP and other responders.

The SP SOG by its nature does not cover all possible scenarios and is not intended to be absolute in all situations as RRSSP operations occur in a dynamic environment.

4 Contract Requirements

4.1 General Contract Requirements

The Vendor shall receive compensation per vehicle as described in this Contract in accordance with this Contract's cost per vehicle per hour at the time of operational commencement.

The Vendor shall provide vehicles, equipment and personnel to patrol the awarded response area(s) to commence full operation on or before February 13, 2018.

4.1.1 Contract Period

The beginning period of this Contract is on or about February 13, 2018 for a five (5) year period commencing with the date of Notice to Proceed.

This Contract may be renewed for a period that may not exceed an additional three (3) years or the term of the Contract, whichever period is longer.

Renewals shall be contingent upon satisfactory performance evaluations by FTE and are subject to the availability of funds.

Any renewal or extension shall be in writing and shall be subject to the same terms and conditions set forth in this Contract.

4.1.2 Licensing

The Vendor shall obtain and maintain any state or local licenses or permits required to provide the services required in this Contract.

4.1.3 Sponsorship

The Department has the exclusive right to secure sponsorship revenue for Florida's Turnpike RRSSP Services. Sponsorship revenue may be secured directly by the Department or through its agent. Sponsorships may include sponsorship of RRSSP vehicles, sponsor's logos on driver uniforms, Department websites, customer response cards, roadway signs, and any other elements of the Department's RRSSP Services.

4.2 Performance Contract

This is a performance based Contract in which the RRSSP Vendor's compliance with this Scope of Services is evaluated periodically by FTE.

In instances where FTE finds the RRSSP Vendor fails to comply with specific provisions of this Contract, i.e., not performing the responsibilities and services described herein, FTE shall deduct the amount determined from the monthly invoice and/or, at FTE's discretion, terminate this Contract and/or any amendments. (Exhibit "B," Method of Compensation)

4.3 RRSSP Parking and Staging Locations

FTE may provide limited parking space at each of the Service Plazas for RRSSP units. Space may also be available at certain toll plazas. FTE will work with the Vendor to determine the most advantageous base and staging locations to meet the Vendor's operational plan. All base and staging locations must be approved by FTE prior to use.

4.4 Potential Adjustment of Zones

At any time during the term of the Contract, FTE reserves the right to adjust RRSSP zone locations to better accommodate demand for the service and the needs of FTE, or upon suggestion of the Vendor with written approval of FTE.

Additional zones may be created and existing zones may be altered per the terms of this Contract.

Normally, adjustments to zone locations will not change the total hours of operation over which the Vendor is to provide service under this Contract.

If the additional zone(s) merely change the location and/or time of day of a zone(s), then there will be no change in compensation.

This provision does not apply to emergency or short term changes, (i.e., hurricane evacuation, other emergencies caused by man or nature or non-emergencies such as construction, etc.).

If circumstances warrant, FTE reserves the right to reassign RRSSP vehicles to patrol outside of a zone or project area (i.e., hurricane evacuation, other emergencies or non-emergencies such as construction, etc.).

4.4.1 Additional Zones

It is anticipated that the RRSSP service will expand during the term of this Contract through additional service zones, service hours, Express Lanes and/or additional Express Lanes and roadways.

When program expansion is going to increase the total number of vehicles in service, the Vendor shall order the additional vehicles within ten (10) working days.

The Vendor shall include in the Proposal a schedule for obtaining, outfitting, and placing the new vehicles in service. It is expected that vehicles will be placed in service as soon as practicable, but in any case, within one hundred thirty (130) working days.

Expanded service zones, hours, Express Lanes, and/or roadways shall be at the same hourly rates as that for other RRSSP service in this Contract.

4.4.2 Zone Adjustments

Except during times of emergency, FTE will advise the Vendor of any required adjustment to a zone location in writing forty-eight (48) hours prior to the effective date of adjustment.

The Vendor and FTE may agree to shorter notice at the time of the notification.

4.5 Patrolling Zones

Patrolling RRSSP Operators shall continuously patrol their assigned zones, stopping only for authorized stops:

- Express Lane Closures
- Traffic incidents
- Motorist assistance
- Debris removal
- Incident scene site management
- Providing emergency temporary MOT
- Queue protection
- FTE property damage reporting
- Rest or meal periods
- Refueling

4.6 Staging Areas

Flatbed and IRT vehicles will be staged at designated locations for dispatch, and will not normally patrol. Staging locations will be developed as part of the Vendor's operational plan. Staging locations can vary from a.m. peak to p.m. peak.

4.7 Breaks

Authorized breaks include one (1) rest period of no more than fifteen (15) minutes and a lunch period of no longer than thirty (30) minutes in an eight (8) hour shift.

Rest and meal periods shall be outside the periods of 7:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. on any week day. The rest and lunch breaks may not be combined into a single period.

Rest and lunch breaks shall not be taken on or along FTE roadways or ramps.

Rest and meal periods may be postponed or interrupted at the TMCs discretion if the services of the RRSSP operator are needed.

4.8 Leaving Assigned Patrol Zone

RRSSP operators shall not leave their designated Patrol Zone except:

- When directed by the TMC. The TMC may frequently extend patrol zones into a normally unpatrolled area or when the adjacent zone RRSSP Operator is unable to patrol due to an extended incident, rest or meal break, or other occurrences.
- When directed by the FTE, FHP, or other Law Enforcement officer or Fire Department Official.
- When required by mechanical failure of the RRSSP vehicle. (In this case a backup vehicle shall be placed in service.)
- To replenish fuel at a nearby facility not to exceed two (2) miles from the RRSSP Zone or at an FTE authorized location.
- For a meal or rest period.
- To bypass a queue to reach an incident.
- To change Operators.
- For appearance at FTE approved events or locations.

The RRSSP operator shall request authorization from the TMC to leave the assigned zone unless directed by others, in which case the RRSSP Operator shall notify the TMC of the assignment.

The RRSSP operator shall notify the TMC when returning to patrol in the assigned zone.

Violations will incur an invoice reduction (Exhibit B, Method of Compensation, Section 2.3, Item K) and shall constitute grounds for immediate termination of the Operator, and/or immediate termination of the Contract. The TMC will use AVL geofencing for monitoring and enforcement of violations.

4.9 RRSSP Shift Changes

RRSSP operators shall not leave the designated service patrol zone at the end of the shift until relieved by a replacement RRSSP vehicle and operator; the incident response requirements are complete; and/or they are authorized by the TMC.

When a RRSSP operator receives a request for service near the end of the shift, the operator shall respond promptly and perform services until properly relieved through shift change, the arrival of a replacement unit, or until the incident response requirements are completed.

The Vendor shall have sufficient backup vehicles so that the same RRSSP vehicles are not used on back-to-back work shifts.

4.9.1 Response at End of Shift

Should a RRSSP operator be requested or dispatched to an FTE customer assist or another time-sensitive incident that cannot be completed prior to the end of the shift, the RRSSP operator will advise the TMC. The TMC will make the determination whether the dispatch needs to be completed immediately or can be held for the next shift. If the operator is directed to respond, FTE will compensate the Vendor for the extended period. The rate of payment shall be the established hourly Contract rate and shall be calculated to the nearest one-half (1/2) hour.

The Vendor will compensate the operator for extra time worked authorized by the TMC. FTE will compensate the Vendor at the regular hourly rate for authorized work performed after the regular end of shift.

4.10 Tolls

The RRSSP vehicles are not required to pay tolls for official duties.

4.10.1 Use of Non-Revenue Transponders

FTE may issue non-revenue toll transponders for marked RRSSP vehicles. Non-revenue toll transponders issued by FTE shall only be used by the operator of the marked RRSSP vehicle while on official RRSSP business.

Non-revenue toll transponders shall not be used for:

- Travel in vehicles that are not marked RRSSP vehicles.
- Administrative travel by supervisory, management or administrative personnel not in a marked RRSSP vehicle.
- Travel by anyone while in a personal or business vehicle not used for RRSSP business.

4.11 Hurricanes and Other Events

The Vendor shall make resources available for all activities described herein for providing services during a hurricane or other type of evacuation or unusual incident, including implementation of one-way lanes; to assist a Department construction Vendor or FHP during certain traffic maintenance requests; or as directed by FTE.

Responsibilities shall include keeping evacuation routes clear of debris or disabled vehicles and keeping all lanes open, including emergency lanes.

RRSSPs are expected to remain in operation and continue to patrol their designated patrol beats during hurricane evacuations until sustained wind speeds reach tropical storm force (39 MPH) and/or FTE or Florida Highway Patrol determines it to be unsafe for motorist vehicles to remain on the roadways.

The Vendor is responsible for contacting the FTE Incident Management Field Operations Manager prior to giving authorization for RRSSPs to discontinue patrolling services.

During hurricane evacuations, emergencies, or occasionally during special events, the Vendor will be given instructions that may include maximum RRSSP zone/supervisory coverage and extended hours (which may include manning and deploying backup vehicles) until normal traffic operation has resumed.

4.12 Traffic Incident Management Team

The Vendor shall participate in the regularly scheduled Traffic Incident Management (TIM) Team meetings, which are currently held quarterly, one at Turkey Lake, and one at Pompano.

Vendor representation shall include a RRSSP Operator/Incident Response Operator at each meeting. The RRSSP operator may be pulled from patrol duty for the meeting, workload permitting. The Operator's zone may be covered by extending the patrol area of adjacent zones for the period of the meeting.

4.13 Damage to Property

The Vendor shall repair, at Vendor's expense, any damage caused by the negligence of the operator or an agent of the Vendor, to FTE or customer property while performing service under the Contract.

The Vendor shall notify FTE, in writing, of all claims of injury or damage caused by the Vendor within twenty-four (24) hours of the claim being made.

5 RRSSP Management Structure

The RRSSP staff is organized to provide the best incident management and customer assistance services.

The RRSSP program includes the following:

- Incident Management Program Manager (FTE)
- Incident Management Contract Manager (FTE)
- Incident Management Field Operations Manager (FTE)
- Traffic Management Center Operators (FTE)
- RRSSP Program Administrator (Vendor)
- RRSSP Incident Response Operator (Vendor)
- RRSSP Operators (Vendor)

5.1 Incident Management Program Manager (FTE)

The Incident Management Program Manager provides oversight of the operational and administrative aspects of the RRSSP program.

5.2 Incident Management Contract Manager (FTE)

The Incident Management Contract Manager is the FTE point of contact for administrative aspects of the RRSSP program. The Incident Management Contract Manager reviews and approves schedules and billings and works with the Vendor to ensure FTE's administrative expectations for the project are met.

5.3 Incident Management Field Operations Manager (FTE)

The Incident Management Field Operations Manager is the FTE point of contact for operational aspects of the RRSSP program. The Incident Management Field Operations Manager provides operational supervision of the RRSSP Road Operators, works with the Vendor to ensure FTE's operational expectations for the project are met, and coordinates training with the Vendor.

5.4 Traffic Management Center FTE TMC Dispatch

The activities of the RRSSP Operators are directed by the FTE Traffic Management Center operators located at Pompano Plaza and at Turkey Lake Plaza. Pompano TMC typically dispatches Zones 1 through 7 and Turkey Lake TMC typically dispatches Zones 8 through 16.

The TMCs are the point of contact for RRSSP Operators, both for incident and motorist assistance direction and coordination and for reporting status (on duty, off duty, breaks, etc.).

5.5 RRSSP Program Administrator (Vendor)

The Vendor shall designate a program administrator. The program administrator will be the primary point of contact for FTE staff for Vendor relations. The program administrator shall be thoroughly knowledgeable and experienced in relation to all aspects of the services required in this Scope of Services.

During times when the program administrator is unavailable, the Vendor shall provide an alternate point of contact. The alternate shall have the same decision-making authority as the designated program administrator.

As the program administrator is an administrative position, not a management position, there is no separate compensation to the Vendor for this position.

5.6 RRSSP Incident Response Operator (Vendor)

The Vendor shall provide full-time RRSSP Incident Response Operator for direct supervision of RRSSP Operators in Express Lane corridors. Incident Response Operators will report operationally to the FTE Incident Management Field Operations Manager. RRSSP Incident Response Operators shall be geographically assigned to provide full coverage of zones and personnel.

5.6.1 Incident Response Operator Role and Duties

Experienced persons serving as working incident scene RRSSP Incident Response Operators are needed to assure consistent program performance. The proper steps must be taken every time to clear incidents and restore traffic as quickly and safely as possible.

Incident Response Operators shall be highly trained in all aspects of Traffic Incident Management and should have direct RRSSP or other service patrol program experience.

Incident Response Operators operate with a fully equipped and marked RRSSP incident response truck (IRT) and serve, in limited capacity, as the representative of FTE as an early responder and as an extension of the TMC at Express Lane incident scenes.

Incident Response Operators are expected to:

- Serve as the FTE representative and incident scene coordinator.
- Serve as the liaison with other responding agencies.
- Respond to Express Lane blocking incidents in their zone (or in proximity to their zone if they are the closest Incident Response Operator to the incident scene).
- Provide direct supervision and coaching of RRSSP Operators.

At an incident scene, the Incident Response Operator, in conjunction with the TMC and/or FHP, will make the determination when the scene is sufficiently stabilized to release any on-scene RRSSP Operators to return to patrol functions.

5.7 RRSSP Operator (Vendor)

RRSSP Operators are often the FTE's only contact with FTE customers. Consequently, RRSSP staff must exercise sound judgment in carrying out their duties and conduct themselves in a manner that will reflect favorably on FTE.

The role of the RRSSP operator is to:

- Safely operate an incident management vehicle (pickup truck, Incident Response Truck, or tow rig) and detect, respond to, and manage congestion and hazards causing traffic incidents on Florida's Turnpike system.
- Assist Florida Highway Patrol at a major incident scene and warn approaching motorists of backed-up traffic (queue protection) at major blocking incidents in accordance with the SP SOG.
- Provide emergency temporary traffic control (TTC MOT) in accordance with the SP SOG.
- Aggressively, yet safely, clear congestion-causing incidents and debris or other hazards from the roadway.
- Respond directly to crashes, customers with disabled vehicles, or other incidents as directed by the TMC.
- Provide limited assistance to customers with disabled vehicles while patrolling an assigned zone, and provide details of such assistance to the TMC.
- Identify and report damage to FTE property.
- Respond appropriately to TMC requests for traffic-related actions or information.
- Stay in constant communication with the TMC advising of traffic flow or congestion problems and providing frequent detailed updates from incident scenes. (SP SOG Section 2.2).

6 Vendor RRSSP Staff Requirements

RRSSP Operators and Incident Response Operators are in direct contact with FTE customers daily and therefore are required to perform their duties at a high standard. The following requirements are to ensure a high level of service to our customers.

6.1 Qualifications

Upon hiring, each operator and Incident Response Operator shall:

- Be licensed to drive the assigned RRSSP vehicle in accordance with the Florida Motor Vehicle Code.
- Be a minimum of eighteen (18) years of age.
- Have a safe driving record, accordance with Florida Department of Transportation (FDOT) "Driver's Records Requirements" Procedure No. 250-000-010.
- Be drug free in accordance with Section 112.0455, F.S. prior to beginning operations.

- Successfully pass the Joint Task Force on State Agency Law Enforcement Communications (JTF) background check, including requirements to be a legal resident and approved to work in the United States (see Appendix F).

6.2 Required Experience

RRSSP Operators shall be knowledgeable in the proper and safe discharge of their duties.

RRSSP Operators shall have a minimum of two (2) years' experience in automotive mechanics. Experience may be a demonstrated combination of training, work experience, aptitude or other automotive repair and maintenance experience.

RRSSP Operators operating Tow Rigs shall be capable, skilled and shall have received light duty tow operator training and certification as specified in Section 7.1.1.

6.3 Vendor Responsibilities

The Vendor shall provide resumes of proposed staff for approval by FTE prior to assigning staff to RRSSP tasks.

The Vendor shall perform both driving record and criminal history record checks on all staff prior to proposing the drivers to FTE for consideration. The criminal history record check must be conducted by the Florida Department of Law Enforcement and shall go back to the driver's date of birth.

The Vendor shall provide FTE with driving record checks every six (6) months.

The Vendor shall provide proof, by a licensed medical practitioner or technician, that all staff is drug free (in accordance with Florida Statutes Section 112.0455) prior to beginning operations. Additional testing will be in concurrence with FDOT "Drug-Free Workplace and Testing Policy" Topic No. 001-250-013 and at a minimum of every six (6) months.

Fees and expenses associated with these checks and tests are the responsibility of the Vendor.

6.4 FTE Rights

FTE reserves the right to reject the assignment of any Vendor personnel to this Contract.

FTE reserves the right to require the Vendor to remove any employee from this Contract who cannot or does not perform the necessary RRSSP duties; takes any unsafe action that places FTE, FHP Turnpike customers, other emergency responders and/or him/herself in danger; causes damage to FTE equipment, vehicles or infrastructure; exhibits inappropriate behavior; or damages the image or reputation of FTE. No reason need be given by FTE.

6.5 General Requirements

RRSSP staff shall wear ANSI/ISEA 107 **Class 3** or higher high visibility safety apparel in accordance with current national safety standards. The Vendor shall supply high visibility safety apparel sufficient for all expected weather conditions.

High visibility safety apparel shall be worn while on duty, including while in the vehicle. Worn, faded or heavily soiled high-visibility safety apparel shall be replaced due to its condition or at FTE discretion.

RRSSP staff shall wear Vendor-supplied, FTE-approved uniforms in accordance with sponsorship agreements and requirements. Long uniform trousers are required; shorts are not permitted.

The Vendor is responsible for all costs associated with uniforms and high-visibility apparel.

RRSSP staff shall not carry firearms or other weapons either on their person or in the RRSSP vehicle.

RRSSP staff shall also:

- Wear clean FTE-approved uniforms at the start of each shift
- Be well-groomed
- Be courteous
- Display an FTE-approved photo ID
- Speak and understand English fluently and clearly communicate using the English language.
- Exercise sound judgment in carrying out their duties
- Conduct oneself in a manner that will reflect favorably on FTE.

7 Training

RRSSP staff shall receive periodic training to maintain and improve needed skills.

Training shall be provided by both FTE and the Vendor.

Training shall be scheduled without interruption of the RRSSP program. Options include, but are not limited to, utilizing an extended workday, on a rotational basis, or reducing the number of on-duty operators by lengthening patrol zones. Training schedules shall be developed in conjunction with the FTE Incident Management Field Operations Manager, and approved by FTE.

RRSSP staff shall receive a minimum of forty (40) documented contact hours of approved job-related training per year. Operators shall also be required to perform a minimum of 40 hours of "ride along" hours before being placed into service as a RRSSP driver. Refresher training required for each driver to maintain certification may be included in the required contact hours.

The Vendor shall be compensated at an amount one-half the lowest vehicle contract hourly rate during training pre-approved by FTE. No other compensation shall be made to the Vendor for training expenses.

RRSSP Staff shall receive their regular hourly compensation during training.

7.1 Training Requirements

RRSSP operators shall be qualified upon hire, or within sixty (60) days of hire, successfully complete training as listed in the following sections.

Training and certification shall be kept current.

7.1.1 Vendor Training Responsibility

The Vendor is responsible for training RRSSP Staff in:

- National Incident Management System (NIMS) 100, 200 and 700 levels
- Corporate orientation (forms, expectations, etc.)
- First Aid, American Red Cross Standard with Cardiopulmonary Resuscitation (CPR) – Adult, or equivalent.
- Maintenance of Traffic (MOT) Basic Training (flagging traffic)
- Fire Extinguisher Use for Vehicle Fires
- Hazardous Materials, Awareness Level
- Automated Vehicle Location (AVL) system operation
- Radio usage and maintenance
- Safe and effective use of push bumper
- Pulling vehicles with a tow strap
- Uprighting Cars, Safely and Quickly

In addition, tow vehicle operators shall also successfully complete:

- Formal Light Duty Tow Operator Training (PWOFF, Wreckmaster or similar Turnpike-recognized program). This training is required for operation of tow vehicles.
- National Driver Certification from the Towing and Recovery Association of America (TRAA) for Level I Light Duty (Tow Operator), or Driver Certification from a Turnpike-recognized Training/Certification program. This certification must be obtained within six (6) months of initial operation of a tow vehicle.

Fees and expenses associated with training and training updates are the responsibility of the Vendor.

7.1.2 FTE Training Responsibility

FTE will take the lead in providing Traffic Incident Management training. FTE will host training in:

- Traffic Incident Management and Safe, Quick Clearance Best Practices
- Traffic Management Center (TMC) familiarization/observation
 - Highway Advisory Radio (HAR) reporting
 - Digital photo needs
- Emergency Temporary Traffic Control
- Reporting FTE infrastructure damage

Additional FTE-supplied training may be required.

7.1.3 Training Records

Copies of all training records and certifications shall be maintained in the employee's personnel file and shall be made available for inspection upon request by FTE.

8 Compensation

Throughout the term of this Contract, unless adjusted upward by the Vendor, the Vendor shall be required to compensate all RRSSP staff working under this Contract a minimum wage of \$15.00 per hour.

The Vendor shall provide the minimum base salaries based on meeting or exceeding the minimum qualification levels listed in Section 8.1, Operator Levels and Minimum Compensation. Minimum rates (per qualification level) shall not impact the negotiated hourly service rate at any time during the life of the Contract.

Proof of compliance with this Contract requirement shall be made available for review by FTE via the Vendor's payroll register, employee's payroll checks, and/or random personal interviews of staff members.

8.1 Operator Levels and Minimum Compensation

RRSSP Operator I

- Fifteen dollars (\$15.00) per hour minimum compensation
- New hire
- Must meet or exceed all requirements of this Contract as a RRSSP Operator.

RRSSP Operator II

- Seventeen dollars (\$17.00) per hour minimum compensation
- All Operators with a minimum of one year continuous experience as an FTE RRSSP Operator I.

Incident Response Operator/Lead

- Nineteen dollars (\$19.00) per hour minimum compensation
- Minimum of two (2) years' continuous experience as a RRSSP Operator.

9 Operational Procedures

This section provides examples of actions expected to be taken by the RRSSP Operator. These examples are not all-inclusive and are provided to illustrate FTE's expectations of the Vendor's performance. Refer to the SP SOG for additional details.

Actions taken and techniques used by RRSSP Operators include:

- Proper use of emergency lighting (SP SOG Section 4.4.1)
- Proper use of arrow board (SP SOG Section 4.4.2)
- Proper use of dynamic message sign (DMS) (SP SOG Section 4.4.3)
- Proper traffic cone placement (SP SOG Section 4.4.4)
- Positive traffic control including flagging (SP SOG Section 4.4.5)
- Advanced warning and queue protection (SP SOG Section 4.4.6)
- SLERS radio training (SP SOG Section 4.2.1)

9.1 Response to TMC Dispatch

The patrolling RRSSP Operator should continuously patrol the assigned zone. However, when advised of an incident (disabled vehicle, call box activation, crash, etc.) by the TMC, the RRSSP Operator shall respond to that incident with due caution but without delay. If the incident is in the opposite direction of travel, the Operator should turn around at the next available interchange or service plaza. The Operator should *not* proceed to the end of the assigned zone before reversing direction.

To provide more efficient and effective service to FTE customers, RRSSP Operators may be dispatched out of their assigned zones by the TMC, or by FHP. (SP SOG Section 5).

9.2 Disabled Vehicles

Prompt response to customers with disabled vehicles helps safeguard the vehicle occupants who may decide to leave the relative safety of their vehicle and become pedestrians exposed to significant danger.

When a RRSSP operator on patrol encounters, observes or is dispatched to a customer with a disabled vehicle the RRSSP operator will respond directly to the customer unless en route to a higher priority call. If responding to a higher priority call, the RRSSP operator will notify the TMC of the stranded customer or disabled vehicle that they are not able to assist.

Should the customer be in the opposite direction of travel, the RRSSP operator shall, within reason, adjust his direction of travel to respond directly to the identified hazardous incident with due caution but without delay. (SP SOG Section 5.1)

9.2.1 Vehicles in Travel Lanes

RRSSP Operators responding to a vehicle that is disabled in a travel lane shall contact the TMC and provide the required vehicle and blocked lane information. A disabled vehicle obstructing traffic or in a dangerous location shall be relocated to a safe location, with the least practicable delay, before assistance or repairs are attempted.

The RRSSP Operator shall provide the motorist with a copy of the Move-it law (Florida Statutes 316.061/316.071), and explain that free assistance will be provided to help relocate the vehicle to a safer location to avoid a non-moving violation charge.

The RRSSP Operator shall not attempt to relocate a vehicle without the driver's agreement and cooperation. If the driver refuses, call the TMC for FHP and/or a wrecker. The RRSSP Operator shall warn approaching motorists of the hazard using appropriate vehicle placement and traffic control devices (SP SOG Section 5.1.2).

If the incident involves a serious injury or fatality, all vehicles shall remain in final rest position and the scene must remain intact until otherwise directed by Law Enforcement (SP SOG Section 5.4.2).

9.3 Abandoned Vehicles

Abandoned vehicles are safety hazards that often lead to more severe secondary incidents. The RRSSP Operator shall notify TMC with vehicle identification number (VIN), check, tag, and in some instances, relocate unattended vehicles (SP SOG Section 5.2).

9.4 Relocating Vehicles

The RRSSP Operator must evaluate each instance of disabled or abandoned vehicles and determine if the vehicle needs to be relocated immediately to a safer location prior to rendering assistance. Abandoned vehicles in hazardous locations shall be reported immediately to FHP through the TMC for FHP relocation authorization.

Relocating a vehicle out of a travel lane or other unsafe location by using a tow rig, push bumper, or tow strap can reduce exposure to a secondary incident. Additional assistance may be requested through the TMC (SP SOG Section 5.3).

9.5 Traffic Crashes

The RRSSP Operator is frequently the first responder to arrive at an incident scene. An important part of the RRSSP Operator's job is to analyze the situation and take the appropriate actions, in the interest of safety, to stabilize the scene and restore traffic flow, making the scene safe for responders, victims and approaching motorists (SP SOG Section 5.4).

The TMC shall be notified when long-term MOT is going to be needed, so that the RRSSP Operator may resume patrol when relieved.

All vehicle fluid spills shall also be reported to the TMC. Vehicle fluid spills over twenty-five (25) gallons require additional reporting by the TMC and FHP.

9.6 Hazardous Materials

While the RRSSP Operator should mitigate non-cargo vehicle fluid spills such as diesel fuel and motor oil, hazardous material spills require extreme caution and should be handled by experts. The Operator should take steps to secure the scene, identify the hazardous material by the number on the identification placard, and make any needed notifications (SP SOG Section 5.5).

9.7 Vehicle Fires

The RRSSP Operator should make immediate notification of the vehicle fire, secure the scene, assist the vehicle occupants, and attempt to extinguish a small fire if it is safe to do so (SP SOG Section 5.6).

9.8 Debris removal

Debris presents a real threat to the FTE customers. Crashes frequently occur when vehicles either stop suddenly or make abrupt lane changes to avoid striking debris.

While Roadway Maintenance crews are primarily responsible for debris mitigation, the RRSSP Operator is also responsible for debris removal and detection, especially when the debris is in a travel lane or other hazardous location.

Removing debris from the travel lanes is a potentially dangerous activity and every precaution should be taken. If necessary, debris removal may be coordinated with FHP, another Road Ranger and/or Turnpike maintenance forces.

Prompt attention to debris reduces the potential for a more serious secondary incident (SP SOG Section 5.7).

9.9 Passengers

All passengers must wear seat belts; infants and small children shall be secured in a child restraint removed from the disabled vehicle.

9.9.1 Transporting Motorists

Should vehicle assistance or towing services not be obtained for a motorist, the RRSSP Operator shall not leave the motorist stranded. The RRSSP Operator shall contact the TMC for authorization to transport the person(s) to the nearest facility with available communications within the limits of or adjacent to the FTE facility. The RRSSP Operator shall advise the TMC of the location, and vehicle begin and end mileage.

9.9.2 Additional Persons in Vehicle

The RRSSP Operator shall only be accompanied by persons authorized by FTE. The Operator shall advise the TMC whenever there is an additional person in the RRSSP vehicle.

Under no circumstances shall operators be accompanied by family members, acquaintances, or other nonessential personnel.

9.10 Animals

The RRSSP Operator shall clear injured or deceased animals from the travel lanes and immediately report the incident to the TMC for removal arrangements.

9.11 Damage to FTE Property

The RRSSP Operator shall report any damaged FTE property to the TMC. Examples include damage to guardrail, barrier wall, highway lighting poles, pavement, signs, attenuators, fences, bridges and cable systems (SP SOG Section 4.2.4).

9.12 ITS Device Operation Reporting

As part of regular patrol, or as directed by the TMC, the RRSSP Operator should check the operation of ITS devices, including dynamic message signs (DMS) and highway advisory radios (HAR).

- DMS signs should be visually checked for correct message, brightness and missing pixels.
- HAR broadcasts should be checked for current message when the warning lights are flashing.

9.13 Advice to Motorists

Prior to providing service, the RRSSP Operator shall advise the motorist that relocating, fueling, servicing the vehicle, or calling a tow service is being provided free of charge as a courtesy by FTE.

Once a vehicle is cleared from the travel lanes, the RRSSP Operator should attempt minor repairs, not to exceed approximately fifteen (15) minutes.

Should repairs not prove possible within the 15-minute time frame, the motorist shall be allowed up to three (3) telephone calls of up to three (3) minutes duration each, using the RRSSP Operator's cellular phone to arrange for further service, towing or transportation. The cellular phone will also be provided to the motorist to request auto club assistance.

Should the motorist not request a specific repair facility, tow or transportation service, the RRSSP Operator shall contact the TMC for assistance in requesting STARR vendor response through FHP.

In no event shall the Vendor or the RRSSP Operator provide, recommend, approve or encourage the use of a specific repair facility, towing company or facility to the motorist, including any company or facility affiliated with the Vendor. Violation of this requirement shall constitute grounds for immediate termination of the employee and/or cancellation of this Contract.

9.14 Gratuities

The Vendor or RRSSP Vehicle Operator shall not charge any fees or accept any gratuities. Violation of this requirement shall constitute grounds for immediate termination of the employee and/or cancellation of this Contract.

10 Radio Communication

10.1 Communication with TMC

RRSSP Operators are typically dispatched by the TMC in the area assigned. However, the RRSSP Operator may receive dispatch from the alternate TMC.

Communication during incidents between RRSSP Operators and TMC Operators is critical to customer safety. TMC Operators need to know information regarding blocked travel lanes – this information is used for other responders and to notify approaching motorists through the electronic Dynamic Message Signs, 511, and the FTE highway advisory radio (HAR) system. This information provides additional protection at the incident scene and reduces the potential for secondary incidents (SP SOG Section 4.2.1).

FTE conducts its official business in English. Consequently, all radio communication between the RRSSP Operators and the TMC Operators shall be conducted in English.

10.2 Radio Reporting Requirements

RRSSP Operators shall contact the TMC with any change in status, including, but not limited to:

- Coming on duty – to include Zone number, Operator’s name, and truck number
- Going off duty
- Each stop for customer service, debris removal, etc.
- Arrival and departure from incident scenes, with intermediate updates
- At the beginning and end of breaks or meal times
- When out of service/back in service due to maintenance, fueling, etc.

11 Reporting Requirements

11.1 Employee Status

The Vendor shall submit to FTE at the time of signing this contract and continuously thereafter, a list of current employees, with verification, specifying those employees with JTF SLERS approval and qualified and licensed to operate the Vendor’s equipment to be used in this program.

The Vendor agrees to furnish an updated list whenever an employee leaves the program and/or new employees are hired for the program.

11.2 Weekly Schedules

The Vendor shall provide the FTE RRSSP Manager with a weekly schedule that includes the planned RRSSP Operator and truck number for each patrol zone. The schedule shall cover the period beginning with the first full shift on Monday of each week.

The schedule shall be e-mailed or electronically transmitted to the FTE Incident Management Field Operations Manager in a manner acceptable to FTE, and shall be received by FTE prior to the beginning of the first full shift on the schedule.

The schedule shall include, at a minimum, the Patrol Zone, RRSSP Operator’s name, truck number and cell phone number. FTE shall be notified as soon as practicable of any modifications to the schedule, but in any case, within one (1) hour after the modification or substitution was implemented.

11.3 Daily Logs

In addition to contacting the TMC with assist information, RRSSP Operators shall complete a daily Vehicle Inspection Form for their vehicle prior to leaving the yard, and shall document all work activity through the course of the shift (in accordance with performance measurement guidelines and the SOG). Operators shall document incidents in accordance with performance guidelines. All breaks and specific response activity must be recorded. This data is used to determine performance measures, demonstrate program value, and for quality assurance/quality control (QA/QC) processes and post-incident reviews (SP SOG Section 4.2.3).

11.3.1 Automated Reports

The AVL system (see Section 13.3) provides electronic documentation of activities and reduces the need for manual documentation. The Vendor and the FTE Incident Management Contract Manager will periodically evaluate the need for and level of manual documentation of daily activities.

11.4 Monthly Reporting

The Vendor shall provide monthly a summary of the daily activities of the RRSSP Operators and Incident Response Operators. The report shall include all the information requested in the performance measures list, and, at a minimum shall include:

- A description and overall summary of the work performed during the period
- A summary of incidents, including a description of all incidents over two (2) hours duration or involving full closure of the roadway
- Formal training received during the period
- A tabulation of incidents by zone and category
- Daily patrol mileage by zone and shift
- Breakdown of assist types

11.5 Printed Materials

The Vendor shall supply printed materials as described. The Vendor assumes all costs for the printed materials.

11.5.1 Customer Response Cards

The RRSSP Vehicle Operator shall provide a postage-paid comment card bearing a designated return address to customers receiving assistance (one per vehicle).

Using a format approved by FTE, the Vendor shall be responsible for the initial preparation of one thousand (1,000) Customer Response Cards before initiation of RRSSP activities as described herein. Thereafter, the Vendor shall expect to print, furnish, and provide first class postage to ensure a sufficient supply of blank cards are present in each active RRSSP vehicle throughout the duration of this Contract.

11.5.2 Sorry We Missed You...Cards

The RRSSP Vehicle Operator shall place a "Sorry We Missed You..." card on abandoned vehicles (SP SOG 5.2.1). Using a format approved by FTE, the Vendor shall be responsible for the initial preparation of one thousand (1,000) Sorry Cards before initiation of RRSSP activities as described herein. Thereafter, the Vendor shall expect to print, and furnish a sufficient supply of blank cards in each active RRSSP vehicle throughout the duration of this Contract.

11.5.3 Other Printed Material

FTE may require the Vendor to distribute other printed material, such as maps or public service announcements, to FTE customers. The Vendor shall comply with such requests.

FTE may also require the Vendor to distribute public relations material or items of nominal value.

FTE will provide such other printed materials, if any, at no cost to the Vendor.

12 Measuring Performance

Florida's Turnpike Enterprise is a performance-based organization, with success measured by achievement of defined objectives.

FTE TIM program supports, tracks and reports on the National Traffic Incident Management Coalition (NTIMC) National Unified Goal performance objectives to reduce:

- Roadway clearance time
- Incident clearance time
- Secondary incidents

The Vendor will develop and detail in the Proposal the means and methods to be utilized to provide performance measurement data and reports to FTE.

The following sections address the program and data needs to measure both the FTE and RRSSP project objectives.

12.1 Incident Management Program Performance

Tracking operational performance is an important part of any successful incident management program. Program performance tracking provides information to determine that objectives are being met, and allows analysis of data to determine and resolve inefficiencies in the program.

RRSSP program data points currently tracked includes:

- Number of RRSSP Operator responses during incidents
- RRSSP Operator incident response time
- Average notification time
- Average incident response time (including other responders and contractors)
- Average incident clearance time
- Lane closure numbers and times
- Vehicle hours of delay by incident
- Number of incidents by Zone or milepost by time of day
- Time on scene
- Services provided
- Secondary crashes

12.2 Incident Tracking

A combined effort by the Traffic Management Centers (TMC) and the RRSSP Operators will ensure tracking of each incident timeline to determine if performance goals are being met.

While FHP tracks Trooper dispatch, arrival, and officer clear time, RRSSP Operators provide more detailed information to the TMC to accurately track performance and performance improvements.

The RRSSP Operator should, upon arrival at an incident scene, advise the TMC of:

- Lane number(s) and direction of travel of any closed lanes.
- As each blocked lane is opened (or re-closed),
- Location - Milepost and direction,
- Reason for the blockage (collision or other),
- Severity of incident (fatal, personal injury, property damage only)
- Number and type of vehicles involved, and if any are commercial vehicles (over 10,000 pounds Gross Vehicle Weight),
- Additional incident descriptors (spilled cargo, hazardous cargo, spilled vehicle fluids, debris, etc.)
- Total number of travel lanes at the location,
- Arrival and departure times for all traffic incident responders (fire, EMS, law enforcement, STARR wreckers, etc.)
- Property damage for FTE response
- Timestamp for total scene clearance (when all units have cleared and departed from the scene).

The RRSSP Operator should provide updates to the TMC every fifteen (15) minutes or as conditions change.

Documenting these data points is required to conduct a comprehensive program performance review and develop improvement plans.

12.3 Productivity Measures

Productivity Measures of individual RRSSP Operators shall be established. The productivity measures, once determined, can be used collectively as Vendor performance benchmarks.

For example, RRSSP Operator daily work activity captured can be used to develop an average or expected number of incidents in each Zone for each work shift (AM, PM, etc.). In addition, the miles driven on patrol each day are recorded and may be used to develop expected average travel.

The Standard Operating Guidelines provide specific actions that will be measured to determine productivity to provide fair and useful indicators that support the value of the program. Individualized goals for each zone will be developed by:

1. Gathering data monthly from operators that supports SOG productivity measures,
2. Reviewing the data to set productivity benchmarks, and
3. Identifying semi-annual and annual productivity goals that continue to provide fair and useful indicators of productivity and the value of the program.

The SOGs provide a list of the data to be measured for performance. Performance data gathered should include, but not be limited to:

1. The number of motorist assists or incidents handled during a work shift,
2. The number of miles driven on patrol,
3. The Traffic Incident Level of the incident being responded to (Level 1- Minor, Level 2- Intermediate and Level 3- Major) (see Section 16.1), and
4. Timestamps when the RRSSP operator was notified of or identified an incident, arrived at the incident, when each lane was closed and reopened, and when the RRSSP operator left the scene of the incident.

FTE will use the data and reports defined above, combined with actual incident data and reports from each area being patrolled, to determine the percentage of incidents that were detected by RRSSP Operators. The data will be analyzed periodically to add value to the use of RRSSP for detecting and responding to incidents in a safe, quick manner (SP SOG Section 3.8).

In addition, the Vendor shall also develop an internal system to assure and illustrate program productivity reported monthly.

13 RRSSP Vehicles

13.1 *Vehicle Mix*

The RRSSP fleet will consist of pickup trucks, incident response trucks (IRT), tow trucks, and flatbed wreckers (car carriers) as described below.

The type of vehicle in each patrol zone will be determined by FTE. Final determination of the vehicle mix will be made by FTE.

Each vehicle shall have:

- Dual rear wheels
- Extended cab or crew cab with seating and seat belts for four (4) or more passengers
- Full width, rubber-faced push bumper designed to fit truck cab
- Automatic transmission
- Dual alternators
- Dual batteries with isolator
- Electronic RPM control
- Air conditioning
- Power windows and locks
- Oversize interior lights, minimum two (2)
- Individual front seats

Vehicles shall be inspected and must be determined by FTE to be in good condition. Mechanical records must be readily available and each vehicle must be appropriate in appearance, not more than one (1) year old when placed into service.

Vendor shall provide an operational plan for vehicles that meets the term of the contract and demonstrates sufficient number of vehicles to meet the vendor's proposal for service and patrolling all FTE zones. The proposal shall include the

Vendor's proposed criteria for replacement/maintenance of vehicles to demonstrate fleet reliability and appearance (both exterior and interior).

All Vehicles, no matter what type, shall be maintained in appearance as clean and organized with all cargo and equipment storage secure and all equipment must be in working order.

13.1.1 Pickup Trucks

Pickup truck vehicles provided under this Contract shall meet the following general requirements:

- Minimum Gross Vehicle Weight Rating (GVWR) chassis of ten thousand (10,000) pounds.
- High output turbo diesel, or equivalent

Body

- Heavy-duty rear step bumper
- Frame-mounted receiver hitch with combination ball and pintle hook, 5,000 lb. minimum

The above requirements are not all-inclusive. See Appendix H for additional equipment, tools, and expendables requirements.

13.1.2 Incident Response Trucks

Incident Response vehicles provided under this Contract shall meet the following general requirements:

- Minimum Gross Vehicle Weight Rating (GVWR) chassis of sixteen thousand (16,000) pounds.
- High output turbo diesel, or equivalent

Body

- High profile, multi compartment, one-piece walk-in covered truck body (fiberglass, aluminum or corrosion resistant steel). Truck body shall be designed as a covered body, not an add-on cap.
- Full size rear doors with windows
- Roll-up side compartment doors
- Heavy-duty rear step bumper
- Frame-mounted receiver hitch with combination ball and pintle hook, 5,000 lb. minimum

The above requirements are not all-inclusive. See Appendix H for additional equipment, tools, and expendables requirements.

13.1.3 Tow Trucks

Tow vehicles supplied under this Contract shall meet the following general requirements:

- Minimum Gross Vehicle Weight Rating (GVWR) chassis of fifteen thousand (15,000) pounds.
- Dual wheel chassis and four (4) ton recovery equipment rating.

Body

- Self-loading underlift wheel lift-towing equipment, with a minimum lift rating of four thousand (4,000) pounds with both in-cab and exterior controls. All tow equipment shall include proper securement straps and safety chains.
- Hydraulic boom with a minimum static rating of eight thousand (8,000) pounds.
- Dual eight thousand (8,000) pound winches with wire rope matched to winch capacity.
- Various size chains, hooks, and clevises sized to match recovery capacity.
- Power outlets ("hot boxes"), front and rear-mounted, with outlets compatible to 12-volt booster cables.
- Motorcycle transporting capability.
- Safety chain D-ring or eyelet mounted on rear of vehicle body.

The above requirements are not all-inclusive. See Appendix H for additional equipment, tools, and expendables requirements.

13.1.4 Class A Light Duty Flatbed Wrecker

Class A light duty flatbed wreckers supplied under this Agreement shall meet the following general requirements:

- Minimum Gross Vehicle Weight Rating (GVWR) chassis of nineteen thousand (19,000) pounds to accommodate USDOT Class 1 and 2 vehicles up to 10,000 lbs. GVWR.

Body

- Self-loading underlift wheel lift-towing equipment, with a minimum lift rating of three thousand (3,000) pounds with both in-cab and exterior controls.
- All tow equipment shall include proper securement straps and safety chains.
- Various size chains, hooks, and clevises sized to match recovery capacity
- Motorcycle transporting capability.
- Safety chain D-ring or eyelet mounted on rear of vehicle body.

The above requirements are not all-inclusive. See Appendix H for additional equipment, tools, and expendables requirements.

13.1.5 Vehicle Use

RRSSP vehicles are to be used to provide the services contained herein; they are not to be used for personal or other business of the Vendor. The Vendor may, with FTE approval, use the RRSSP vehicles at special events and as part of a sponsor's marketing efforts.

13.1.6 Backup Vehicles

Backup vehicles shall be available when needed. Backup vehicles shall be of the same type as the vehicle being replaced (flatbed trucks, pickup trucks, IRTs and/or tow trucks), and shall meet all requirements for RRSSP vehicles being

replaced by the Backup Vehicles (i.e., vehicle markings, on-board tools, equipment). (Exception: A flatbed may be substituted for a patrolling tow truck in an emergency.)

The Vendor shall demonstrate in the proposal the ability to replace vehicle(s) removed from service for any reason, with a fully-equipped comparable backup vehicle within thirty (30) minutes of the time that any vehicle has been removed from service.

Flatbeds used as backup for tow trucks will not be approved by FTE as a long-term replacement and should not be used except in emergency or unusual situations.

13.2 Communications Devices

13.2.1 Two Way Radios

Each RRSSP vehicle, shall be equipped with 800 MHz radios compatible with the Florida Statewide Law Enforcement Radio System (SLERS) for communication with TMC dispatch and others.

FTE will provide the radios and installation. The Vendor, in conjunction with the FTE Incident Management Field Operations Manager, will be responsible for scheduling the radio installation prior to commencing operations.

Subsequent radio repairs and installations will be scheduled by the Vendor, in conjunction with the FTE Incident Management Field Operations Manager, while maintaining full RRSSP beat coverage.

The Vendor shall be responsible for all repair and removal/installation costs including routine maintenance, crash repairs, vehicle replacement, and other similar reasons.

13.2.2 Cellular Radio/Telephones

Each RRSSP vehicle, including backup vehicles, shall be equipped with a licensed cellular two-way radio/telephone. The telephone shall include a camera capable of taking and transmitting photos and video clips to the TMC by email or other method acceptable to FTE.

The two-way radio function performs as a backup system to the SLERS radio. If the two-way radio function is not compatible with the current FTE cellular radio system, the Vendor shall supply three (3) additional units; one for each TMC, and one for the FTE Incident Management Field Operations Manager.

The Vendor shall be responsible for all fixed and recurring costs associated with the cellular radio/telephones throughout the term of this Contract.

The Vendor shall obtain and maintain any necessary licenses.

FTE shall be notified immediately of inoperable or faulty cellular radio/telephones. The device shall be replaced by the vendor within one (1) hour of detection of the technical fault.

13.2.3 Public Address System

Each RRSSP vehicle, including backup vehicles, shall be equipped with an external speaker and public address (PA) system with minimum 100-watt output.

The PA system shall only be used when assisting a motorist or as directed by FTE. The RRSSP staff is expected to use the PA system in a professional manner as defined in the SOGs. No inappropriate call outs, usage of inappropriate language (including profanity, personal name calling or otherwise unprofessional usage of the PA system) will be tolerated.

13.3 Automated Vehicle Location System

All marked RRSSP vehicles, including backup vehicles, must be equipped with an FTE-approved web-based automated vehicle location (AVL) system integrated with the SunGuide ATMS system. The AVL system will provide, at a minimum, the following information:

- Latitude and longitude location
- Vehicle identification number
- Speed (or if the vehicle is stationary)
- Direction (i.e., eastbound, northbound, etc.)

The AVL system shall include, at a minimum, the following features:

- Vehicle and activity reports filterable by date/time/event and other fields
- Customizable map trace back
- Data entry from vehicle or TMC
- Touch screen hardened data terminal with on-screen keyboard, tablet or other suitable device.

13.3.1 AVL – Vendor Responsibility

The Vendor shall be responsible for:

- Furnishing and installing AVL units in all RRSSP vehicles prior to being placed into service for FTE.
- Ensuring FTE's access to the AVL/GPS system.
- Ensuring connectivity to the FTE SunGuide ATMS system. Unit outages over one (1) hour for any reason are subject to a penalty assessment as described in Exhibit B, Method of Compensation, Section 2.3.
- System costs, including mapping, system upgrades and other system costs.
- All monthly recurring service and maintenance fees for RRSSP vehicles
- All costs associated with vehicle service calls.
- Maintaining a minimum of one (1) spare mobile data device for rapid replacement of an out-of-service unit.

The Vendor shall provide full cooperation for operating and maintaining the AVL system.

The Vendor shall be responsible for protecting the system components installed in the vehicles. Any tampering, removing, disengaging or otherwise disabling any of the AVL components shall result in a penalty assessment (Exhibit B, Method of Compensation, Section 2.3) and may lead to termination of this Contract.

The Vendor shall be responsible to ensure that no unauthorized person or persons operate this technology to protect the integrity and security of the data collected.

13.4 Vehicle Markings

The Operator shall make its RRSSP vehicles available for, and shall allow, FTE or its sponsorship agent to paint or affix sponsorship names, logos, or other FTE approved sponsorship images or copy onto the Vendor's RRSSP vehicles in accordance with sponsorship agreements and requirements, and as directed by FTE.

All vehicles, including vehicles designated for backup service, shall be so marked.

The Vendor is responsible for all costs associated with vehicle markings not provided for by the sponsor or the sponsorship agent.

FTE shall approve the design and placement of all identification markings prior to application. FTE shall approve all painted and identification markings. The identification markings may include FTE approved markings, logos, etc. that represent a sponsor(s).

Vehicle markings are to include High Visibility rear chevron striping (in general accordance with NFPA 1901) and side conspicuity markings the length of the vehicle.

Additional reflective markings outlining the profile of the vehicle are recommended but not required.

Vehicle markings shall include the Florida's Turnpike logo and INCIDENT MANAGEMENT on both sides of the vehicle.

All markings shall be maintained in clean and readable condition. The Vendor shall replace at its sole expense any markings, images or decals that are damaged in any way.

Covering FTE identification markings is prohibited and shall constitute a nonobservance of terms and conditions of the Contract.

No reference to the Vendor's company name or logo shall be placed on the RRSSP vehicle.

RRSSP Vehicle(s) shall have all logos referencing this Contract permanently removed before being junked, sold, or placed in private service.

13.5 RRSSP Vehicle Equipment Requirements

Each vehicle shall be stocked with the required equipment tools and expendables at the start of each shift. Should any of the equipment, tools, and/or expendables

malfunction or become depleted during the shift, the RRSSP Operator shall notify the lead operator and the operator/driver shall replenish or replace these items to the required quantities as early as practicable throughout the shift, generally within one (1) hour.

Tables of required equipment, tools and expendables are provided in Appendix H.

13.6 Vehicle Inspection

13.6.1 Initial Inspection

Prior to placing a RRSSP vehicle into service, an authorized representative of the Vendor shall inspect the vehicle and its associated equipment, accessories and parts to ensure they meet all specifications and requirements contained herein. The Vendor representative shall perform similar inspections on a regular basis throughout the term of this Contract.

The Vendor shall fully document each inspection and provide a copy to FTE prior to placing the vehicle into service.

Any deficiencies noted shall be corrected prior to placing the vehicle into service.

13.6.2 Equipment Deficiencies

13.6.2.1 Operator Inspection

Prior to the beginning of each shift, the RRSSP Operator shall inspect each Patrol vehicle and its associated equipment, accessories and parts to ensure they meet all specifications and requirements contained herein. The completed Safety Inspection Form for each vehicle shall be placed in an easily accessible location of the vehicle, available for inspection by FTE at any time. The RRSSP Inspection Form shall include SOG specified equipment, tools, and expendables (SP SOG Section 3.2).

Expendable supplies shall be replenished during the operator inspection.

Any deficiencies noted during these inspections shall be corrected immediately.

The Vendor shall fully document all inspections and provide copies to FTE upon request.

13.6.2.2 FTE Vehicle Inspections

All RRSSP Vehicles and their associated equipment, accessories and parts shall be subject to monthly periodic and/or spot inspections, without prior notice to the Vendor, by FTE for unsafe or poorly maintained vehicles, or for improperly equipped vehicles based on performance expectations described herein.

At its sole discretion, FTE may, at no cost to FTE, order vehicles found unsafe, or to have significant deficiencies, removed from service.

The Vendor shall replace vehicle(s) removed from service with a fully-equipped backup or other vehicle within thirty (30) minutes of receiving notification to do so from FTE.

The Vendor shall correct non-safety related deficiencies before beginning the next shift. For deficiencies not immediately correctable, the FTE may, at its sole discretion, permit the Vendor to operate the vehicle up to ten (10) calendar days without penalty.

13.6.2.3 AVL System

Should the vehicle's AVL system be inoperable, the vehicle shall not be placed into service until the system is functioning.

If the outage is system-wide, and not just a problem with an individual unit, the Vendor may continue to deploy vehicles, immediately notifying FTE.

Refer to Section 13.3 Automated Vehicle Location System for more information on the AVL system operation.

13.7 Vehicle Maintenance

RRSSP vehicles shall be kept neat and clean, and shall be maintained in conformance with the requirements of the Motor Vehicle Code, applicable Florida statutes, rules of the Department of Highway Safety and Motor Vehicles, the FTE SOGs for vehicle maintenance, the Vendor's operations plan, and any applicable local ordinances.

The Vendor shall perform all necessary RRSSP vehicle maintenance outside the service periods specified.

14 Issue Escalation and Resolution

14.1 Customer Issues

Goal number one of FTE is "outstanding service for our customers." All customer issues shall initially be reported to the TMC.

Issues between RRSSP Operators and/or Incident Response Operators with FTE customers shall be resolved promptly. While not all customer issues can be equitably resolved, the Vendor is expected to provide resolution within 48 hours to promote excellence in customer satisfaction.

Issues unable to be resolved at the RRSSP Operator or Incident Response Operator level shall be addressed by the FTE Incident Management Program Manager. Should the FTE Incident Management Program Manager be unable to provide resolution, the issue will be escalated along the FTE chain of command until resolution is established.

14.2 FTE/Vendor Issues

Resolution of issues or disputes arising between the Vendor and FTE shall be resolved by the FTE Incident Management Program Manager and the Vendor Contract Administrator. Should no resolution be reached at that level, the FTE Traffic Operations Engineer will attempt resolution with the supervisor of the Vendor Contract Administrator. Should no resolution be reached at that level, the issue or dispute will be presented to the FTE Director of Highway Operations, whose decision shall be final.

15 Transition of Service

It is essential that RRSSP services not be interrupted during the change from the current program to the new program.

While FTE will work with both the incumbent Vendor and the new Vendor to make the transition seamless to FTE customers, the Vendor shall provide a transition plan that chronicles the strategy that will be implemented to provide continuous service to customers through the transition (note: the incumbent and new vendor may be the same entity).

In addition, the Vendor shall provide a timeline with key dates documenting the obtaining of vehicles, accomplishing operator and supervisor training, and completing the transition to the new program.

16 TIM Incident Identification and Description

16.1 Traffic Incident Levels

The Traffic Incident Management Teams in Florida and the Federal Highway Administration's Manual on Uniform Traffic Control Devices (FHWA MUTCD) have defined levels of traffic incidents based on the impact to traffic. This three-level system is used to describe incidents on the Turnpike.

Many times, a RRSSP unit is the first to respond to an incident. The prompt and accurate assessment of the scene is a critical function. Referring to **Traffic Incident Levels** will help the TMC staff make proper agency notifications and motorist information alerts.

Traffic Incident Levels

Criteria for establishing Freeway Incident Levels Based on Traffic Impact.

Level 1 (Minor)

Impact to the traveled roadway is estimated to be less than 30 minutes with no lane blockage or impact to the traveled roadway is estimated to be less than 30 minutes with minor lane blockage.

Level 2 (Intermediate)

Impact to the traveled roadway is estimated to be 30 minutes to 2 hours with lane blockages, but not a full closure of the roadway.

Level 3 (Major)

Impact to the traveled roadway is estimated to be more than 2 hours or the roadway is fully closed in any single direction. Significant area-wide congestion is expected.

16.2 Lane Numbering Convention

The travel lanes on the Turnpike are referred to by number. The farthest lane to the left or the lane nearest the median is Lane 1. (The break down lane or shoulder is not considered a travel lane). The second lane from the left is Lane 2. The third lane from the left is Lane 3 and so on. Similarly, in Express Lane corridors, the express lane farthest to the left is Express Lane or Express Lane 1.

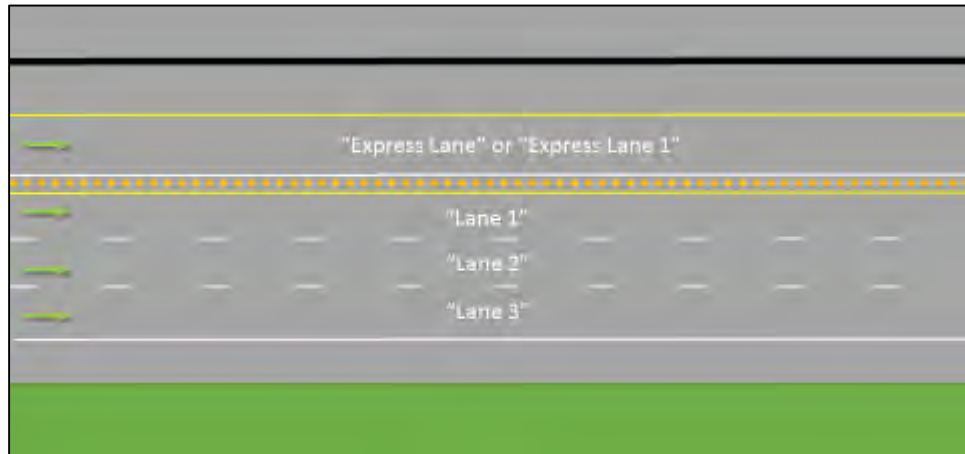


Figure 1- Lane Numbering Convention

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



**APPENDICES
A - H**

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

APPENDIX "A"

State of Florida

OPEN ROADS POLICY AGREEMENT

(Revised January 2014)

Quick Clearance for Safety and Mobility

This Open Roads Policy Agreement (Agreement) is entered into between the Florida Highway Patrol (FHP) and the Florida Department of Transportation (FDOT) and establishes a policy for FHP and FDOT personnel to expedite the removal of vehicles, cargo, and debris from roadways on the State Highway System to restore, in an **URGENT MANNER**, the safe and orderly flow of traffic following a motor vehicle crash or other traffic incident on Florida's roadways.

Whereas, public safety is the highest priority and must be maintained on Florida's roadways before, during, and after traffic incidents; and

Whereas, the quality of life in the State of Florida is heavily dependent upon the free movement of people, vehicles, and all types of commerce, and FHP and FDOT share the responsibility for achieving and maintaining the degree of order necessary to make this free movement possible; and

Whereas, traffic incidents account for approximately twenty-five percent of non-recurring congestion and the impacts on commerce can be minimized with sound traffic incident management practices by responding agencies; and

Whereas, nationally, it is estimated that five fire personnel, twelve police officers, and sixty tow truck operators are killed in struck-by incidents each year, and governmental entities have the responsibility to do whatever is reasonable to reduce the risks to responders; and

Whereas, secondary crashes pose safety risks to incident responders and all motorists; and

Whereas, the expeditious clearance of traffic incidents promotes safety, and that vehicle removal, move-over laws, and quick clearance policies minimize exposure and the potential for secondary crashes; and

Whereas, it is understood that damage to vehicles or cargo or both may occur as a result of clearing the roadway on an urgent basis. While reasonable attempts to avoid such damage shall be taken, the priority of responders is to safely restore traffic to normal conditions because traffic incident related congestion has an enormous cost to society. This cost is significantly greater than the salvage value of an already damaged vehicle and its cargo.

NOW, THEREFORE, in consideration of the mutual covenants contained in this Agreement, the parties agree as follows:

1. Roadways will be cleared of damaged vehicles, spilled cargo, and debris as soon as it is safe to do so. Reasonable attempts will be made to avoid unnecessary damage to vehicles and cargo in the process of clearing the roadway.

2. The following operating standards are based on the philosophy that the State Highway System will not be closed or restricted any longer than is absolutely necessary following a traffic crash or other roadway traffic incident.

3. Florida Highway Patrol Operating Standards:

a. Members of FHP who respond to the scene of traffic incidents will make clearing the travel portion of the roadway a high priority. When an investigation is required, it will be conducted in as expedient a manner as possible considering the severity of the incident. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completion of those tasks. FHP will close only those lanes absolutely necessary to safely conduct the investigation. FHP will coordinate with FDOT representatives to set up appropriate traffic control, establish alternate routes, expedite the safe movement of traffic at the scene, and restore the roadway to normal conditions as soon as possible.

b. Whenever practical, damaged vehicles on access-controlled roadways will be removed to off ramps, accident investigation sites, or other safe areas for completion of investigations to reduce delays. Tow truck operators will be requested as soon as it is evident that they will be needed to clear the roadway. FHP will assure that all authorized tow operators have met established competency levels and that the equipment is of appropriate size, capacity, and design to meet all standards of the State of Florida.

c. FHP will not unnecessarily cause any delay in reopening all or part of a roadway to allow a company to dispatch its own equipment to off-load cargo or recover a vehicle or load that is impacting traffic during peak traffic hours or creating a hazard to the public. FHP and FDOT will cooperate in planning and implementing clearance operations in the most safe and expeditious manner, to include the use of FDOT's Rapid Incident Scene Clearance (RISC) Procedure Number 750-030-020 when and where appropriate.

4. Florida Department of Transportation Operating Standards:

a. When requested by FHP or any other emergency response agency, FDOT will respond and deploy resources to major traffic incidents 24 hours a day, 7 days per week. Each FDOT District will develop and implement response procedures to meet the goal of providing initial traffic control within **30 minutes** of notification during the assigned working hours of each maintenance yard, and **60 minutes** after hours.

b. FDOT, in coordination with FHP, will upgrade traffic controls, determine detour routes, and discuss clearance strategies. When requested, FDOT will provide temporary traffic controls to ensure a safe work zone for all responders and the motoring public.

c. FDOT, in cooperation with FHP, will determine and deploy the necessary heavy equipment and manpower to reopen the roadway if there is a delay in clearing the travel lanes, or if the task is beyond the capabilities of the tow truck operator on scene. If cargo or spilled loads [non-hazardous] are involved, FDOT will make every effort to assist in the relocation of the materials in the shortest possible time, using whatever equipment necessary. All such materials or any vehicles relocated by FDOT will be moved the minimum practical distance to eliminate traffic hazards.

d. FDOT personnel will document all hours and equipment used for traffic control, roadway clearance, and debris clean up. FDOT will place traffic control devices at the scene should any damaged vehicles or cargo remain on the shoulder adjacent to the travel lanes for removal at a later time.

5. FDOT and FHP will continually work together to ensure that the needs of motorists on state roadways are being met in the most professional, safe, and efficient manner.

6. FHP and FDOT will evaluate and continually update and modify their operating policies, procedures, rules, and standards to assure they are consistent with this Agreement.

7. FHP, together with FDOT, will research, evaluate, and conduct training in the most advanced technologies, equipment, and approved methods for the documentation and investigation of crash or traffic incident scenes. FHP, using these techniques, will prioritize the investigative tasks that impede traffic and reopen travel lanes upon completion of such tasks that must be conducted in order to minimize impeding traffic.

8. Roadways will be cleared as soon as possible. It is the **goal** of all agencies that **all incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer**. This goal is made with the understanding that more complex scenarios may require additional time for complete clearance.

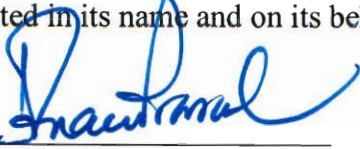
9. This Agreement applies to the impacts of roadway traffic incidents and does not apply to closures that are necessary for the furtherance of motorists' safety such as those undertaken for high winds, flooding, ice, fog, smoke, or other circumstance.


10. FHP and FDOT will actively solicit and enlist other state, county, and local agencies, political subdivisions, industry groups, and professional associations to endorse this Agreement for the State of Florida.

11. FHP will be responsible for calling a meeting with FDOT in July of each year to review this policy, and make changes as necessary.

12. With the mutual agreement of both parties, this policy agreement may be terminated on an agreed upon date without penalty to either party.

In witness whereof, each party to this Agreement has caused this Agreement to be executed in its name and on its behalf by its duly authorized representative.

By: 
Ananth Prasad, P.E.
Secretary
Florida Department of Transportation

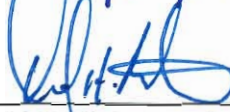
By: 
Julie L. Jones
Executive Director
Florida Department of Highway Safety and
Motor Vehicles

Date: 1-31-14

Date: 2/26/14

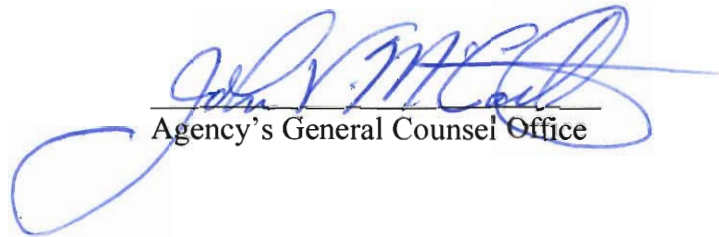
Legal Review:



By: 
Col. David H. Brierton, Jr.
Director
Florida Highway Patrol

Date: 2/17/14

Reviewed By:


Agency's General Counsel Office

FLORIDA'S TURNPIKE ENTERPRISE

APPENDIX "B"

Guidelines

for the

MITIGATION OF ACCIDENTAL DISCHARGES OF MOTOR VEHICLE FLUIDS (NON-CARGO)

Note: The following guidelines were prepared to outline steps that can be taken by early responders to motor vehicle crashes to reduce the confusion and subsequent delays in re-opening roadways when spilled vehicle fluids are involved. Refer to the existing policies in place for dealing with Hazardous Material releases.

Guidelines for the **MITIGATION OF ACCIDENTAL DISCHARGES OF MOTOR VEHICLE FLUIDS (NON-CARGO)**

Purpose, Goal and Objectives

These guidelines were developed by the multi agency, Florida Statewide Incident Management Program (IMP) to clarify the goals, objectives and processes for clearing the highway of spilled motor vehicle fluids resulting from crashes and other vehicle incidents. The guidelines were reviewed and endorsed by the Florida Department of Transportation (DOT), Florida Department of Environmental Protection (DEP), and Florida Highway Patrol. The content of these guidelines is based on and consistent with the open letter to Fire-Rescue Departments and other response agencies from the Department of Environmental Protection dated June 14, 2002.

Spilled vehicle fluids are generally petroleum products, and most commonly are crankcase engine oil or diesel fuel, but they may also include transmission, hydraulic, or other fluids. Typically, absorbed vehicle fluids rarely fail the Toxicity Characteristic Leaching Procedure (TCLP) and thus are **usually not hazardous wastes**.

The goal is to provide guidance to responders and assist them in meeting the primary Incident Management goal of the Open Road Policy (ORP), namely to clear the incident scene within 90-minutes of the arrival of the first responder. In many incidents involving this level of spill, this goal can be far exceeded if these guidelines are followed.

The objectives of these guidelines are to:

- Provide specific procedural guidance for spilled vehicle fluid cleanup, and;
- Provide a reference for the disposal of spill materials.

Definitions

For the purposes of these guidelines, the following definitions apply:

- Absorbent materials are any materials, manufactured or natural that may be used to absorb spilled fluid, and may include commercial absorbents, saw dust, floor sweep, peat moss, absorbent pads, sand, clay or even topsoil.
- Cargo means the commercial (or other) materials being transported by the motor vehicle. Materials that are an intrinsic part of the vehicle itself are "non-cargo", even if the vehicle is a commercial vehicle.

- Commercial vehicle is one that carries cargo of commercial materials for pay, and may include, but not limited to, small, medium and heavy trucks; panel trucks and vans; tractor-trailers; commercial busses.
- Hazardous materials (HAZMAT) are materials posing immediate life-threatening danger to people and property, as defined in the US DOT "North America Hazardous Materials Guidebook"
- Private vehicle is any vehicle that is used for the personal transportation of its occupants on a not-for-hire basis, and may include, but not be limited to, passenger cars and cycles, vans and SUVs, motor homes and recreational vehicles, and busses used for private purposes.
- Responders may include fire rescue, wrecker operators, Road Rangers, contractors, and DOT or local highway agencies.
- Responsible party is the entity having dominion over the product prior to the spill, not necessarily the party responsible for the accident.
- Spill means the expulsion of any vehicle fluids upon the roadway itself or the abutting areas that cause an immediate threat to traffic by hindering its normal operation in any way (covering surfaces causing slicks, dripping onto traffic below, etc.).
- Vehicle fluid, or simply fluid(s), are non-cargo liquid materials that are spilled from the vehicle, such as gasoline, diesel fuel; motor oil; coolants; transmission, brake and hydraulic fluids. These may originate from the engine, drive train, fuel tanks, wheel assemblies, compressors, air handlers or any component of the vehicle, including tractor and trailer, as applicable.

Scope

These guidelines only apply to spilled motor vehicle fluids from private and commercial vehicles used for the operation of the vehicle. They do not apply to any hazardous material cargo spill.

The full extent of these guidelines cover crashes involving commercial vehicles. Spilled fluids from **passenger vehicle** crashes are exempt from regulation with respect to removal and reimbursement, but should be routinely cleaned up by responders and/or vehicle owners in accordance with this guideline for clearance.

Clearance Procedure

In situations involving the spillage of vehicle fluids on a roadway from both **commercial vehicles** and **private vehicles**, the preferred clean-up method is to soak up as much material as possible using absorbent materials. Also, move the absorbent materials out of the travel lanes and store at the roadside, preferably well off the shoulder. In some cases the material may be containerized and placed in the damaged vehicle(s) for removal by the towing company. **Note: DOT and other crash-scene responders may apply absorbents and sweep off travel lanes regardless of the quantity.** It is **not** necessary to await a licensed clean-up contractor.

Clean up normally involves the use of granular absorbents or vermiculite, floor sweep, peat moss, pads and booms, clay or topsoil. In limited situations, sand can also be used but it is better suited for increasing friction than to be used as an absorbent. If immediately available, an alternative method for dealing with the thin film that may remain after absorbents are used is to apply a light dusting with Portland cement.

Defensive efforts can include containment or diking, soil berming, and stopping the leak at the source. These efforts not only limit the size of the release, but also can help prevent the spilled material from entering storm drains. Pails, buckets, kiddie pools, as well as hand transfer pumps are typical items used to contain and limit diesel fuel spills on roadways.

The Responsible Party [RP] is accountable for vehicle fluid spillage, including the final removal and proper disposal of absorbents and if needed the subsequent site remediation. If the RP does not or cannot handle this responsibility in a timely manner, the governing authority [State of Florida, County, City, etc.] will initiate disposal and the responsible party will be billed. **Clean-up actions taken by early responders do not affect or limit this responsibility.**

Responders should be aware that it often takes several hours for a clean-up contractor to arrive on-scene. Therefore, priority should be given to re-opening the travel lanes. In many cases lanes can be re-opened with a minimal effort using available absorbents applied by on-scene personnel.

Additional or incidental material spilled during the relocation of the vehicle out of the travel lanes of the roadway can be cleaned up and moved to the roadside with the other absorbents used at the scene. *The responsible party remains accountable!*

Absorbent material moved out of travel lanes may be bagged in heavy-duty trash bags, wrapped or 'diapered' in plastic sheeting, or containerized in pails or barrels. The material should be well off the travel portion of the roadway and can remain there a reasonable time to allow for disposal by the responsible party or a contractor, [paid by the responsible party]. The material may also be placed in the damaged vehicles and removed by the towing company.

The containers used to hold the material should be tagged and clearly marked to indicate the type of absorbent used and the material that was spilled. It is also desirable to indicate the responsible party. Care should be taken not to overload the containers used to store the absorbents. If trash bags are used, double bag and limit each bag to about 15 pounds.

The reportable quantity of 25 gallons does not automatically prevent or limit on scene actions to mitigate the spill. In fact **prompt intervention is encouraged** to limit the congestion impact and prevent the high probability secondary incidents as a result of extended traffic blockage. **It is very important that every effort be made to limit the amount time the spilled fluids are in contact with asphalt pavement.**

Traffic cones or other readily identifiable method should be used at the site to mark the location of the material for later retrieval.

Spill clean up by a fire department, highway agency, wrecker operator, roadway contractor or the responsible party should be limited to spills of a magnitude within their capabilities. However, *no responder is restricted from taking prompt action to stop the spill at its source, to contain and limit the size of the spill, to limit the damage to the pavement surface, and to prevent any flammable material from catching fire.*

Vehicle fluid spills which have soaked into soil will require cleanup but may be completed at a later date. Care must be taken to locate any underground utilities prior to the excavation of contaminated soil.

Disposal options for non-hazardous fuels, oils, and other vehicle fluids include, but not limited to:

- Thermal treatment at a permitted soil burner
- The use of an approved oil hauler for liquids
- Incineration at a local landfill incinerator
- And delivery to a local Household Hazardous Waste Facility. (Some limitations may apply)

Responders should have 'Right to know' instruction for handling these vehicle fluids and have completed the "Awareness" level of Hazardous Material Training.

Summary

A quick-reference of these guidelines is included on the next page.

NOTIFICATION and REPORTABLE QUANTITIES

Florida DEP has adopted the US Environmental Protection Agency reportable quantity of 25 gallons for spilled petroleum products. The notification requirement can be met by calling the State Warning Point, who will contact DEP's Bureau of Emergency Response (BER).

STATE WARNING POINT [800] 320-0519, 24 hours, 7 days

When calling be prepared to give the location, type of fluid spilled, RP name, address and phone number.

VEHICLE FLUID SPILL CLEAN-UP GUIDELINES

Quick Action Guide

- Identify spill as a vehicle fluid
- Stop leaking material at the source
- Contain and limit spill from spreading
- Apply available absorbents
- Sweep material off travel lanes
- Second application if necessary
- Gradually restore traffic flow
- ID RP and mark location of material
- Assure proper notification made

Road Ranger Safety Service Patrol

Florida's Move-It Law

Appendix "C"

Florida's "Move It Law"

Florida Statute Section 316

Accidents involving damage to vehicle or property & disabled vehicles obstructing traffic (non-moving violations – subject to fine)

F.S. 316.061: (2) Every stop must be made without obstructing traffic more than is necessary, and, if a damaged vehicle is obstructing traffic, the driver of such vehicle must make every reasonable effort to **MOVE THE VEHICLE OR HAVE IT MOVED so as NOT TO BLOCK THE REGULAR FLOW OF TRAFFIC.**

F.S. 316.071: Whenever a vehicle is disabled on any street or highway within the state or for any reason obstructs the regular flow of traffic, the driver shall move the vehicle so as not to obstruct the regular flow of traffic or, if he or she cannot move the vehicle alone, solicit help and **MOVE THE VEHICLE so as NOT TO OBSTRUCT THE REGULAR FLOW OF TRAFFIC.**

IMPORTANT: If serious injury or fatality, all vehicles shall remain in final rest position and the scene must remain intact.

Road Ranger Safety Service Patrol

Liability Exemption for Safety Patrol Operators

Appendix “D”

Wrecker Operator liability exemption:

Title XL- REAL AND PERSONAL PROPERTY

Chapter 713-LIENS, GENERALLY

713.78 Liens for recovering, towing, or storing vehicles and vessels.--

(7)(a) A wrecker operator recovering, towing, or storing vehicles or vessels is not liable for damages connected with such services, theft of such vehicles or vessels, or theft of personal property contained in such vehicles or vessels, provided that such services have been performed with reasonable care and provided, further, that, in the case of removal of a vehicle or vessel upon the request of a person purporting, and reasonably appearing, to be the owner or lessee, or a person authorized by the owner or lessee, of the property from which such vehicle or vessel is removed, such removal has been done in compliance with s. 715.07.

Further, a wrecker operator is not liable for damage connected with such services when complying with the lawful directions of a law enforcement officer to remove a vehicle stopped, standing, or parked upon a street or highway in such a position as to obstruct the normal movement of traffic or in such a condition as to create a hazard to other traffic upon the street or highway.

APPENDIX "E"

Florida's Turnpike Road Ranger Safety Service Patrol

Standard Operating Guidelines



Prepared for:
Florida Department of Transportation
Florida's Turnpike Enterprise



Version 2.0 Update By:

Delcan Corp



Date: July 8, 2005
Revised: August 2008
Second Revision: August 2012
Version: 2.0

Document Control Panel		
Job Name:	Florida's Turnpike Traffic Incident Management Enhancements	
Document Name:	Florida's Turnpike Road Ranger Safety Service Patrol Program Standard Operating Guidelines	
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Terms and Definitions

AED – Automated External Defibrillator
APL – FDOT approved products list
AVL – Automated Vehicle Location
CCTV – Closed Circuit Television
CIS – Crash Investigation Site
CMS – Changeable Message Sign
CPR – Cardiopulmonary Resuscitation
DMS – Dynamic Message Sign
FDLE – Florida Department of Law Enforcement
FDOT – Florida Department of Transportation
FHP – Florida Highway Patrol
FHWA – Federal Highway Administration
FTE – Florida’s Turnpike Enterprise
IRT – Incident Response Truck
JTF – Joint Task Force on State Agency Law Enforcement Communications
MOT – Maintenance of Traffic
MP – Milepost
MUTCD – Manual on Uniform Traffic Control Devices
(Downloadable at http://mutcd.fhwa.dot.gov/pdfs/2009r1r2/pdf_index.htm)
NFPA – National Fire Protection Association
NIMS – National Incident Management System
Operator – Road Ranger Safety Service Patrol vehicle driver
PA – Public Address loudspeaker
PWOFF – Professional Wrecker Operators of Florida
RISC – Rapid Incident Scene Clearance
RRSSP – Road Ranger Safety Service Patrol
SLERS – Statewide Law Enforcement Radio System
STARR – Specialty Towing and Roadside Repair
TIM – Traffic Incident Management
TMC – Traffic Management Center
TRAA – Towing and Recovery Association of America
TTC – Temporary Traffic Controls

1 Background

Florida's Turnpike Enterprise (FTE) is committed to improving the management and safety of traffic on the Turnpike system. The Turnpike continues to demonstrate this commitment by deploying programs and technology to stay in the forefront of traffic incident management (TIM).

In October of **1999** the Enterprise established the Road Ranger program to address two primary needs: motorist assistance and quick removal of dangerous debris. The early program consisted of three pick-up trucks roving a portion of the system during peak hours (6:00 AM to 10:00 AM and 4:00 PM to 8:00 PM), clearing debris and offering assistance to motorists with disabled vehicles they encountered.

The program currently provides 24/7 service in the urban Orlando and south Florida coverage areas and limited coverage in the rural areas. Additional Road Ranger Safety Service Patrol staffing is provided when greater traffic demand is experienced or anticipated. This enhanced service is provided for emergencies, holidays, special events, evacuation support and other similar instances.

In **2003**, the Turnpike Enterprise developed a set of Traffic Incident Management initiatives termed **Traffic Incident Management Enhancements** (TIME). A major component of the TIME program was the expansion and transition of the Road Ranger Safety Service Patrol program from a motorist assistance provider to a more effective, full-function incident response "Service Patrol."

Across the country, freeway or expressway service patrols have been cited as the most effective elements of traffic management programs. Full-function service patrol programs utilize roving vehicles to patrol high speed, multi-lane roadways or other facilities experiencing congestion and/or frequent traffic incidents. Response vehicles in patrol mode look for disruptive incidents, stop and assist motorists, and can be dispatched or directed to locations where incidents are detected or reported by others. Roving service patrol operators can immediately respond to and clear debris from the roadway before it contributes to other incidents.

In **2004**, the **Road Ranger Vision** outlined the process and schedules to transition the Road Rangers to a full function service patrol program. That transition is complete. As stated by Florida's Turnpike Enterprise leadership, the goal is to have the Turnpike Road Ranger Safety Service Patrol be a model program, steadily and continually evolving, staying on the cutting edge of Traffic Incident Management.

The Standard Operating Guidelines (SOG) were developed for use by Road Ranger Safety Service Patrol operators in their daily field operations. These are guidelines and are not intended to be absolute in all situations as it is recognized that these activities occur in a dynamic environment.

2 Objectives, Role and Function

2.1 Incident Response Program

The current generation Turnpike Road Ranger Safety Service Patrol operates with full incident response and responder safety as the highest priorities while still providing the customary motorist assistance functions.

The objectives of a modern, full function service patrol program include prompt detection of incidents or disruptions in the traffic stream; minimizing incident duration; clearing obstructions; restoring full capacity to the facility, and scene safety activities to reduce the risk of secondary incidents. With a direct two-way radio link, Road Ranger Safety Service Patrol units are an integral component of the **Traffic Management** process managed by the Traffic Management Center (TMC).

Another critical objective of a full function service patrol is the prevention of injury to other responders and highway users. Turnpike Road Ranger Safety Service Patrol operators, properly trained and with fully equipped trucks, are capable of clearing the majority of damaged or disabled vehicles from travel lanes. This “quick clearance” activity substantially reduces the duration of vehicle crashes and abandoned vehicles left in hazardous locations. Operators can relocate a disabled or wrecked vehicle to the closest safe location for pick up and towing by a wrecker. With a Road Ranger Safety Service Patrol tow vehicle, the wreckage can be relocated to an exit, crash investigation site (CIS), or other safe haven to reduce and dissipate the traffic queue. These coordinated, more aggressive actions benefit both the FHP, by allowing troopers to finish their work in a safe location, and the Turnpike’s customers, by minimizing the lingering impact to the traffic stream.

The Road Ranger Safety Service Patrol is an integral part of Turnpike’s program to achieve the objectives of the National Traffic Incident Management Coalition (NTIMC) and is structured to support the National Unified Goal (NUG) for Traffic Incident Management (TIM) as established by NTIMC members. The three components of the TIM NUG are: Responder safety; safe, quick clearance; and prompt, reliable, interoperable communications.

In furtherance of these goals, three program-level TIM objectives and associated performance measures have been developed:

- Reduce roadway clearance time
- Reduce incident clearance time
- Reduce the number of secondary crashes

2.2 Role of the Florida’s Turnpike Road Ranger Safety Service Patrol

The role or job description of a Road Ranger Safety Service Patrol operator is to:

- Respond to all events following prescribed safety measures and quickly secure the scene to ensure the safety of motorists and other responders

- Operate an incident management vehicle, either an Incident Response Truck or a tow rig, in a patrol mode and detect, respond to, and manage congestion and hazards causing traffic incidents on Florida's Turnpike system.
- Prevent secondary crashes/incidents by aggressively, yet safely, clearing congestion-causing incidents and/or hazards from the roadway.
- Assist Florida Highway Patrol with initial traffic control at a major incident scene and warn approaching motorists of backed-up traffic (queue protection) at major blocking incidents.
- Provide limited assistance to motorists with vehicle disabilities while patrolling an assigned zone, and provide details of such assistance to the TMC.
- Stay in constant communication with the Traffic Management Center advising of traffic flow or congestion problems and providing frequent detailed updates from incident scenes.
- Report criminal activities to FHP (but not engage in any type of pursuit or surveillance).
- Monitor ITS devices including DMS and HAR and report issues to the TMC.
- Report observed damage of Turnpike property to the TMC.

2.3 Training

Performance at the IRT level can only be accomplished with skilled personnel. In order to reach that skill level, and to develop trust and overall coordination with other responders, both current and newly hired Road Ranger Safety Service Patrol operators need to complete appropriate training. All training needs to be documented, with the training records kept with the Employee's personnel records.

The following training is recommended. Operators with these skills can handle all aspects of a truly effective traffic incident management team.

Recommended training:

- CPR and External Defibrillator Training.
- Fire Extinguisher Use for Vehicle Fires
- First Aid, Intermediate or First Responder Level
- Hazardous Materials, Awareness Level
- Inter-Personal Skills (Dealing with Motorists)
- Light Duty Tow Operator Training and Certification (TRAA)
- Maintenance of Traffic (MOT) and Flagger Certification
- Participation in a multi-agency Traffic Incident Management Workshop that includes the following:
 - Quick Clearance / Move-It Laws and Assuring Compliance
 - Safe Operator and Driving Practices
 - MUTCD Requirements for Incident Scenes
 - Vehicle Parking at Incident Scenes
 - Multi-agency Coordination
 - Turnpike TMC Function and FHP Coordination
 - Incident Command System (ICS) and Unified Command Process
 - Florida's "Open Roads" Policy
 - Mitigation of Motor Vehicle Fluid Spills
 - Florida's Turnpike Emergency Spill Guidelines
- Road Ranger Safety Service Patrol Standard Operating Guidelines
- Tank Truck Emergencies: MC 406, MC 407, MC 331 tanks
- Traffic Management Center (TMC) familiarization
- Truck Air Brake Systems (Override Techniques)
- Two-way Radio Operation and Etiquette (including SLERS requirements)
- Uprighting Cars

3 Contract Provisions

3.1 Valid Driver License

The Turnpike Road Ranger Safety Service Patrol operator shall be licensed in accordance with the Florida Motor Vehicle Code and be 18 years of age with a safe driving record. A criminal background check conducted by the Florida Department of Law Enforcement (FDLE) is required when Road Ranger Safety Service Patrol operators are hired.

The Road Ranger Safety Service Patrol contractor will conduct routine driver license checks at least every six months. It is important to immediately notify the supervisor of any license suspension.

The Road Ranger Safety Service Patrol contractor is also required by Florida law to show proof by a licensed medical practitioner or testing facility that all operators are drug free when hired and at random times during employment.

3.2 Pre-trip Inspection

It is the responsibility of each Road Ranger Safety Service Patrol operator to perform a daily inspection of their assigned vehicle prior to beginning their daily tour of duty and again at the close of their tour. All reports concerning missing, stolen or damaged tools and equipment must be completed on the date of occurrence and submitted immediately to the supervisor. Missing items shall be indicated on the Pre-Trip Inspection Form. Supervisors will determine if any losses or damage are beyond the control of the operator.

Operator Guidance:

- Inspect the vehicle and complete the Pre-Trip Vehicle Inspection Form prior to the start of your shift. This form includes a checklist of all vehicle safety items and devices including, but not limited to, brakes, horn, headlights, taillights, turn signals, backup warning device, PA System, emergency lights, arrow board and traffic cones. Notify the Supervisor immediately of any deficiencies. Safety items must be operational. Do not drive a vehicle that is in an unsafe condition.
- Indicate that all tools and equipment are in place, or note any missing items, on the Pre-Trip Vehicle Inspection Form. It is the operator's responsibility to notify the Supervisor of any missing items prior to beginning the shift.
- Check all expendable supplies and materials that may have been used during the previous shift. Restock as needed.
- Check that all communications devices are operational, and notify the Supervisor of any problems. Communications devices must be operational prior to and during the shift.
- Also indicate in the remarks section of the Daily Log that all tools and equipment are in place. Initial the statement again at the end of the shift. Notify the Supervisor of any discrepancies before securing for the day.

- The Road Ranger Safety Service Patrol operator is responsible for the maintenance of tools and equipment on the truck. Examples: checking oil and hydraulic fluids, bleeding air tanks, etc.
- The Contractor will replace any tools or equipment rendered unusable through normal use or as the result of crashes or other circumstances beyond your control.
- Report any badly worn or broken equipment to the Supervisor so that it may be repaired or replaced.
- Inventory the first-aid kit. Make sure the kit includes appropriate disposable exam gloves.
- At the end of your shift, re-check the vehicle, ensure that all tools and equipment are in place, and refill or restock supplies or materials used.

3.3 Personal Safety

The safety and welfare of Road Ranger Safety Service Patrol personnel is of primary concern. Due to the very nature and hazardous exposure of the job, Road Ranger Safety Service Patrol operators face a working environment full of potential hazards. Road Ranger Safety Service Patrol operators need to familiarize themselves with the vehicle they drive every day and applicable Turnpike and Contractor standards and comply with those policies for their own welfare and safety.

Operator Guidance:

- Seat Belts
 - In compliance with State and Federal laws, seat belts must be worn by all occupants of the Road Ranger Safety Service Patrol vehicle.
- Safety Vests
 - Road Ranger Safety Service Patrol operators are required to wear an approved high visibility safety vest/garment while working outside the vehicle.
 - It is your responsibility to ensure that your safety vest/garment is kept clean and laundered to maintain the reflectivity and visibility the garment is designed to provide. The safety vest/garment shall be replaced when worn, badly soiled or faded. The safety vest/garment is to be worn on top of all other clothing, jackets, or garments.
- Personal Safety Items
 - Use the seat belt
 - Wear gloves when changing tires or removing debris
 - Wear disposable exam gloves if there is a possibility of contact with blood borne pathogens. Do not use leather work gloves as a substitute.
 - Wear safety shoes-such as steel toe boots-to protect your feet from falling objects or crushing injuries.
 - Avoid loose or hanging clothing or personal items that may become snagged when working on disabled vehicles.

➤ General Driving

- Adhere to all traffic laws, policies, and safe-driving principles and practices of the State of Florida and Florida's Turnpike Enterprise.
- Always use parking brakes, emergency lights, arrow boards, etc. in accordance with the Road Ranger Safety Service Patrol Standard Operating Guidelines. Parking brakes shall be set whenever you exit your vehicle.
- Use caution when exiting your vehicle. When stopped adjacent to a travel lane, always look before opening the door into traffic.
- Before backing your vehicle, always check your surroundings to ensure clearance. When available, use a spotter to guide you. **LOOK BEFORE BACKING UP.**

➤ Vehicle Crashes

- All vehicle crashes/incidents resulting in any damage to the Road Ranger Safety Service Patrol vehicle, other vehicles, or property shall be reported to the FHP for investigation. The Supervisor shall be notified of all such incidents, including those deemed non-reportable by FHP.

Supervisors will review all vehicle crashes/incidents. Disciplinary action may be taken if the operator is found negligent. The severity of the disciplinary action will depend on the crash severity, past history, and review of all circumstances leading up to and surrounding the incident occurrence.

3.4 Actions Taken in the Interest of Safety

"Actions taken in the interest of safety" should be the motivation behind all the incident management activities on the highway, and specifically behind the decisions made by Road Ranger Safety Service Patrol operators every day. In each of the following examples, the operator must apply policy and training as well as common sense to make the right decision. In any incident where, based on operator training and experience, the Road Ranger Safety Service Patrol operator believes a motorist or the other responder is taking an unsafe course of action, and the Road Ranger Safety Service Patrol operator is unable to resolve the problem, the supervisor and the TMC should be advised of the situation.

Here are some examples where the phrase would apply:

- Two motorists in a fender bender near a Toll Plaza say, "We're waiting for a trooper."
- A motorist sitting in a car partially blocking a ramp says, "I already called AAA."
- An abandoned car sits at the end of a gore with a note, "Went for gas - be right back."
- At a crash scene with no injury but two mangled cars in the road, a new trooper says, "Leave them here, I called for tows."
- While making an assist, a Road Ranger Safety Service Patrol operator thinks, "Why set out cones - I'll only be here for a short time."

- A man trying to put a jack under a car on a narrow 4' left shoulder asks a Road Ranger Safety Service Patrol operator to “Just block half the lane.”
- A tow truck driver tells a Road Ranger Safety Service Patrol operator that if he moves a car, “You are liable for any and all damage.”
- The Road Ranger Safety Service Patrol operator on the previous shift says, “Don’t worry about checking the lights - everything works.”

Operator Guidance:

- Ask yourself the question, “**What should I do in the interest of safety?**”

3.5 Incident Management Team Monthly Safety Alerts

The monthly Safety Alerts forwarded to all Turnpike TIM Team members are a good source of incident-related safety procedures and tips and should be referred to in answering specific questions on scene safety.



Figure 1 - Example Safety Alert

3.6 Working Outside the Road Ranger Safety Service Patrol Scope

Road Ranger Safety Service Patrol operators are not to perform work outside the scope of the Road Ranger Safety Service Patrol program contract with the Turnpike while on duty. Road Ranger Safety Service Patrol operators cannot act as an agent or perform any services such as road service, mechanical repairs, or towing for AAA or the Contractor.

3.7 Service is Free

As a professional, it is the responsibility of each Road Ranger Safety Service Patrol operator to maintain a high degree of integrity and to refuse any offer of payment, tips or gratuities for services rendered. Comment cards explaining the Road Ranger Safety Service Patrol program and stating that the service is free are provided to each motorist by the Road Ranger Safety Service Patrol operator.

Salaries for the Road Ranger Safety Service Patrol operators are paid by the toll revenue received from the motorists using the Florida's Turnpike. The services we provide to the traveling public are already paid for by the motorists we assist.

Road Ranger Safety Service Patrol personnel are not allowed to accept tips or gratuities from a motorist or any other person. Road Ranger Safety Service Patrol personnel cannot accept any form of "kickback" from tow operators, lawyers, doctors, insurance adjusters, or repair shops, or recommend or direct business to a specific service station or tow company.

Disciplinary action will be taken against any personnel engaging in any of the above prohibited activities.

3.8 Representing Florida's Turnpike Enterprise and the Florida Department of Transportation

Motorists using the Turnpike want to know that someone is out there focused on their safety and on reducing their frustration with congestion caused by incidents. Road Ranger Safety Service Patrol operators need to be that advocate.

Road Ranger Safety Service Patrol operators are the skilled professionals who are the highly visible part of the team of dedicated Turnpike staff working to make their trip safe and their travel time predictable.

This program generates a great deal of positive feedback and compliments. It is essential that the Road Ranger Safety Service Patrol operators are courteous and maintain the highest standards of integrity while representing the Turnpike Enterprise and the State of Florida.

The Road Ranger Safety Service Patrol operator provides a comment card to each motorist assisted. The returned comment cards are used to monitor the program and also the performance of individual operators in the eyes of the motorists assisted.

3.9 Measuring Road Ranger Safety Service Patrol Performance

The mission of the Road Ranger Safety Service Patrol program, as stated in Section 2, is to improve the safe and efficient flow of traffic on Florida's Turnpike. This is accomplished by the prompt detection of incidents or disruptions to traffic; minimizing incident duration; clearing obstructions; improving scene safety and preventing secondary incidents.

Data is collected daily by the Contractor and the Turnpike to measure productivity of individual Road Ranger Safety Service Patrol operators and the entire Road Ranger Safety Service Patrol program. This data is analyzed periodically for performance measures such as the number of motorist assists or incidents handled during a work shift, the number of miles driven on patrol, average response time to incidents, and percentage of incidents detected by Road Ranger Safety Service Patrol operators.

However, the true performance measure of a Road Ranger Safety Service Patrol operator is how effective you are in locating and safely clearing disruptions and restoring traffic flow.

Your effectiveness is determined by how well you:

- Establish and maintain a close working relationship with the TMC staff, FHP troopers, and other Turnpike TIM partners
- Detect incidents by continuously scanning both directions of travel while patrolling
- Accurately communicate incident details and traffic conditions to the TMC
- Assist motorists with relocation of their vehicles out of hazardous locations
- Shorten the duration of incidents and prevent secondary crashes
- Set up cones and MUTCD traffic controls, and improve scene safety
- Work with Fire-Rescue and other responders to maintain as many open lanes as possible
- Quickly and safely clear and re-open travel lanes - **“find a way to make it happen”**

3.10 Traffic Laws, Driving and Operator Safety

The operating guidelines and safety procedures contained in this manual are not intended to cover every possible circumstance that a Road Ranger Safety Service Patrol operator may encounter. Nor are they intended to limit the use of good judgment and initiative to make field adjustments in handling a wide variety of situations and emergencies. To protect your safety and the safety of other responders, “Actions taken in the interest of safety” should always be in the forefront when making decisions at the incident scene.

Operators of a Road Ranger Safety Service Patrol vehicle shall obey all traffic and motor vehicle laws. Road Ranger Safety Service Patrol vehicles are not ‘Emergency Vehicles’ but

when on patrol are an 'Official Vehicle' and are permitted to drive on paved shoulders or on grass areas to respond to an emergency or lane blocking incident.

Road Ranger Safety Service Patrol operators have severe restrictions on the routine use of median openings. Guidelines for the use of Turnpike median crossovers are covered in Section 4.3.

Road Ranger Safety Service Patrol operators represent the Florida Department of Transportation (FDOT) and must always set an example as courteous, considerate, professional drivers.

Seatbelt use is mandatory for the operator and any passengers in a Road Ranger Safety Service Patrol vehicle. Infants and small children shall be transported in properly installed safety seats removed from the disabled vehicle.

When warranted by traffic conditions, Road Ranger Safety Service Patrol operators are allowed to drive on roadway shoulders or grass areas when responding to an emergency/lane blocking event or at Turnpike Incident Managers' requests. Shoulder or grass area use is not permitted when responding to non-emergency events.

Operator Guidance:

- When driving on shoulders or grass areas, use extreme caution and travel at a slow, safe speed. Watch for other vehicles entering the shoulder from the travel lane. You may use the vehicle's emergency warning lights and horn. Do not use shoulders to respond to non-emergency incidents such as a disabled vehicle out of traffic or other unconfirmed incident.
- When on patrol, maintain a safe, steady speed consistent with traffic around you. Do not exceed the posted speed limit, even when on a direct response to an emergency.
- Reduce speed during wet weather or poor visibility.
- Maintain a proper interval; avoid following a truck or high cube vehicle restricting your view ahead.
- Check mirrors frequently and watch for vehicles in the blind spots.
- Drive in the right travel lane whenever possible; 80% of your stops will be on the right.
- Signal your intentions and give plenty of notice before pulling on or off a shoulder.
- Use the shoulder to gain speed to safely re-enter the traffic stream.
- If a stalled vehicle is discovered at the last minute, do not risk creating a hazardous situation by making an erratic maneuver. Stop in front of the vehicle if necessary or proceed to the next exit and circle around to get into a safe position.
- Double check behind your vehicle before backing, especially at an incident scene.

Working on a highway or near moving traffic can be very hazardous. Road Ranger Safety Service Patrol operators must be extremely alert and use sound judgment to protect themselves

and other responders and motorists. Always try to think ahead, be aware of your surroundings and have an 'escape path'.

Some specific safety guidelines are listed below, but Operator Safety is paramount and must always be part of the Road Ranger Safety Service Patrol operator's daily operating routine:

- Evaluate the situation encountered, determine the needs and take appropriate action with your safety in mind.
- All incidents should be handled only when it is safe to do so.
- Radio the TMC with your location and the vehicle information prior to exiting the truck.
- Check traffic before exiting the truck and approach on the shoulder side, in most cases this will be on the passenger side away from traffic. If the vehicle is on the median side of the highway, approach on the driver side.
- NEVER TURN YOUR BACK TO TRAFFIC!
- Do not stand between vehicles. Walk through the danger zone between vehicles as quickly as possible. Scan the interior of the vehicle you are approaching and walk past the passenger door and turn to face traffic. Clearly identify yourself and ask "are you okay" and "how may I help you". Do not open the door; ask the motorist to lower the window.

Operator Guidance:

- Always wear a clean reflectorized safety vest; follow instructions about number of washings. Always wear gloves when changing tires or removing debris.
- Do not park too close to the travel lane. Remember 'space safety' (three to four car lengths minimum between vehicles). Exceptions should be limited; for example, jump starts.
- Avoid stopping on the outside of a curve; you are in a glide path.
- Use cones and flares for your safety as well as traffic control.
- Avoid using flares for illumination; never kick a flare.
- Avoid loose or hanging clothing or personal items that may become snagged when working on disabled vehicles.
- Use extreme caution when jump starting. Follow proper cable placement.
- Never remove a radiator cap from a hot or overheated engine
- When an incident is clear, remove all flares and other materials
- Always communicate with the TMC. It is for your safety.

4 Operational Procedures

4.1 Response Priorities

The following is a guide to help prioritize multiple concurrent requests for Road Ranger Safety Service Patrol response based on sound Traffic Incident Management principles, with the highest priority listed first.

1. Injury crash **blocking** the travel portion of the highway
2. Non-Injury crash **blocking** the travel portion of the highway
3. Disabled vehicle **blocking** the travel portion of the highway
4. Abandoned vehicle **blocking** the travel portion of the highway
5. Emergency traffic control operations
6. Debris **blocking** one or more travel lanes (follow safety guidelines)
7. Crashes not blocking any travel lanes
8. Disabled vehicle not blocking a travel lane
9. Abandoned vehicle not blocking a travel lane but in a questionable location

4.2 Communications, Dispatching, and Automatic Vehicle Location

Three major contributing items to Road Ranger Safety Service Patrol effectiveness are communications, dispatching and automatic vehicle location (AVL). All three work hand in hand and are vital to Road Ranger Safety Service Patrol operations. First, concise communications regarding incident location and details improves incident clearance and response time. Second, Traffic Management Center (TMC) dispatchers look for the “What” and “Where” portion of traffic incidents and respond by knowing “Who” to send. And third, the dispatcher’s ability to find the nearest Road Ranger Safety Service Patrol operator using AVL helps answer the “Who” portion.

4.2.1 Communications and Dispatching

The Turnpike Road Ranger Safety Service Patrol currently uses the 800 MHz State Law Enforcement Radio System (SLERS) two-way radio system. It is important to keep communication clear and concise. Excessive, unnecessary conversation can saturate the radio system and increase the communication queue for other Road Ranger Safety Service Patrol operators and dispatchers. Dialogue between TMC dispatchers and Road Ranger Safety Service Patrol operators must be kept strictly incident related, using concise language. Avoid unnecessary conversation such as, “Good morning”, “Thank you”, “It is nice talking to you”, etc. The use of “10-Codes” or “Signal Calls” is not required. If not certain of the code number or definition, don’t use the code. Instead, use plain language to communicate your message. Speak clearly using a moderate voice volume when transmitting information such street names,

vehicle make, color, model, tag numbers and vehicle identification numbers (VIN). Use the phonetic alphabet to transmit information such as license tags. Refer to the Florida's Turnpike Radio Communication Guidelines for additional communications guidelines, phonetic alphabet and list of 10-Codes. Monitoring of the 800 MHz system by Turnpike Road Ranger Safety Service Patrol operators assists in improving response time by allowing the operator to stay informed of new and ongoing incidents. The Turnpike Road Ranger Safety Service Patrol Operators are also able to monitor FHP radio traffic over the 800 MHz radio system, which assists the Trooper with passing along information to the Road Ranger at an incident scene.

The 800 MHz radios also have a red alert button for use in an emergency or life-threatening situation. Care must be taken not to push the button in error. If the button is pushed, there will be eight seconds of open microphone. The TMC will immediately attempt to confirm the validity of the emergency alert through the 800 MHz radio. If there is no response, the TMC will attempt contact the unit with the alert via the unit cellular phone. See Appendix E for a Quick Reference guide to the SLERS radio system.

Road Ranger Safety Service Patrol operators are also equipped with cellular phones with push-to-talk capability for motorist calls and as a backup to the SLERS radio system, the primary means of communication.

Communication between Road Ranger Safety Service Patrol operators and TMC dispatchers during incident scene management is critical to motorist safety. Dispatchers need to know information regarding travel lanes being blocked by disabled or crash involved vehicles. This information is then used for advance warning messages to motorist upstream via 511, Dynamic Message Signs (DMS), Highway Advisory Radio (HAR), Citizens Band Radio Advisory System (CBRAS) and other means, allowing additional scene protection for incident responders and at the same time helping reduce secondary incidents.

Operator Guidance:

- Establishing communications standards between Road Ranger Safety Service Patrol operators, TMC dispatchers, Florida Highway Patrol and other incident responders will improve incident response effectiveness. Road Ranger Safety Service Patrol operators play a significant role in this process and must always remember that an important part of their responsibilities is to communicate concise information to TMC dispatchers or other incident responders. This can be achieved by adhering to standard radio conventions as shown in the following examples:

Example 1 – TMC to Road Ranger Safety Service Patrol Dialogue

(TMC) "Pompano TMC to Romeo 6, report of a crash at mile 15 northbound"
(R 6) "Romeo 6 en route from northbound Sawgrass at Sample"

Example 2 – Road Ranger Safety Service Patrol to TMC Dialogue

(R 12) "Romeo 12 to Turkey Lake TMC, I'm on duty"
(TMC) "Received, Romeo 12 on duty"

Example 3 – Road Ranger Safety Service Patrol to TMC Dialogue (Abandoned Vehicle)

(R 10) "Romeo 10 to Pompano TMC, abandoned vehicle, southbound at Lake Worth Road, right shoulder, red Toyota, tag number Victor-Tango-one, seven-five-four, Florida"

(TMC) "Received, abandoned vehicle, southbound at Lake Worth Road, right shoulder"

Always state your call name, status or incident description and location. This will provide TMC dispatchers with sufficient information to contact the appropriate response agencies. In addition, the TMC dispatcher becomes aware of any possible danger you and motorist(s) being assisted may be exposed to and can help look after your safety.

As a backup to the 800 MHz communication frequency, the TMC may utilize the 450 MHz radio frequency. 450 MHz transceiver units will be distributed by FTE should the need occur.

4.2.2 Automatic Vehicle Location (AVL)

The AVL system informs dispatchers of vehicle location, status and speed. Using the AVL system, TMC dispatchers can identify the Road Ranger Safety Service Patrol unit nearest to an incident.

Road Ranger Safety Service Patrol operator tampering with the AVL system is strictly prohibited.

The Locate/IM software allows the TMC to view the location, direction and speed of each Road Ranger unit. In addition, this software allows the TMC to enter events in the TMC software and send that information to the Road Ranger unit laptop. The Road Ranger unit is then able to enter arrival time, vehicle descriptions, and assist type in the laptop, which is automatically transmitted to the TMC software.

Operator Guidance:

Log in each day with the user ID and password. Select the appropriate Truck ID and Zone. All information entered into the Road Ranger in-vehicle laptop is transmitted to the TMC SunGuide software.

When rolling up on an event, the Road Ranger should call in the event over the 800 MHz radio and start the event via the laptop. The fields for event type, vehicle information and assist type should be entered. The fields for lane blockage and responder times should not be used. See Appendix F for a Quick Reference guide for communications with the TMC.

When the TMC is made aware of an event, they will dispatch the appropriate Road Ranger via the software in order to accurately track the response time. In addition, the TMC will dispatch the Road Ranger via the 800 megahertz radio.

4.2.3 Activity Documentation

In addition to contacting the TMC with assist information, Road Ranger Safety Service Patrol operators are also required to document all work activity through the course of the shift. All activity must be recorded, including break times. This information is important and is used for performance measures, quality assurance/quality control (QA/QC) process and post-incident reviews. Road Ranger Safety Service Patrol operators encounter or find themselves assisting in all types of incidents. Some can be as simple as providing fuel to a disabled vehicle or as complex as assisting motorists or Florida Highway Patrol on a crash scene involving fatalities. The Road Ranger Safety Service Patrol operator must be aware of all surroundings and document all information pertaining to the incident.

General information that must be documented includes:

- dispatch time
- arrival time
- departure time
- incident type or nature
- location (indicate mile marker if nearest intersection is not known)
- motorist(s) name(s) (optional)
- vehicle make
- vehicle model
- vehicle year
- vehicle color
- license plate number including state, i.e. FL V12ATL
- services rendered

Activity logs must be kept neat and have all required information completed. Information to be documented that is not a check list item should be recorded in "Other" section of the activity log. Do not assume any information; log only what you see. For instance, information about vehicles involved in a crash should be limited to vehicle description and not how severely the vehicles were damaged. Proper and clear incident documentation will help Road Ranger Safety Service Patrol project managers and/or supervisors find information easily when a request or inquiry is made. In addition to the manual log entry, the Road Ranger Operator is also responsible for entering the fields for event type, vehicle information and assist type in the in-vehicle laptop. The software fields for lane blockage and responder times should not be used.

Operator Guidance:

- Road Ranger Safety Service Patrol operators need to be aware of their surroundings at all times and document all significant incident scene information at time of arrival, during and at departure from incident. When pushing or towing vehicles, look for and document any damages prior to engaging to relocate the vehicle. Information on the activity report shows

whether or not a mistake or wrong action was committed while providing services. It also gauges a Road Ranger Safety Service Patrol operator's job performance.

Although activity documentation is important and required, Road Ranger Safety Service Patrol operators must prioritize and keep in mind that their responsibility during the incident is to help clear the travel lanes quickly and safely. Initial activity documentation can be done once the Road Ranger Safety Service Patrol operator arrives and has secured the scene. Once the incident has been cleared, additional information can be documented.

4.2.4 Supplemental Incident Information

Road Ranger Safety Service Patrol operators may be requested to capture additional information at major incidents to track performance measures and determine the impact and costs of lane-blocking incidents. This information could include such items as responder information, which lanes were blocked, and lane opening times.

The Road Ranger Safety Service Patrol operator is responsible for reporting any damages to Turnpike property to the TMC so that the damage can be repaired quickly and the Turnpike given the opportunity to seek reimbursement for the damage. Photographs/video of the damage is to be taken by the operator and transmitted to the TMC via the photo/video capable cell phone. Each Road Ranger Safety Service Patrol vehicle is equipped with a reference sheet that shows the details to report about each type of property damage. The Road Ranger Safety Service Patrol also has orange property damage stickers that should be placed on any undocumented property damage. The FHP case number should be obtained from the Trooper on scene or the TMC and written on the property damage sticker before being placed on the damage.

4.3 Use of Median Crossovers

Median crossovers provide turn around points for law enforcement and emergency response vehicles on Florida's Turnpike. Under normal patrol, Road Ranger Safety Service Patrol operators reverse direction at interchanges or service plazas, not at median crossovers.

Florida's Turnpike Enterprise has developed the following policies for Road Ranger Safety Service Patrol use of median crossovers:

- South of Milepost 152 (Fort Pierce), and
- From Milepost 236 (Three Lakes Plaza) to Milepost 274:
 - Official Use Only median crossovers may **ONLY** be used when:
 - Directed **and assisted** by Law Enforcement personnel.
- From Milepost 152 (Fort Pierce) to MP 236 (Three Lakes Plaza) and
- From Milepost 274 to Milepost 309 (Wildwood / I-75):
 - Official Use Only median crossovers may **ONLY** be used when:
 - Authorized by Law Enforcement personnel when responding to a **lane blocking** incident,
or
 - Directed **and assisted** by Law Enforcement personnel.

4.4 Maintenance of Traffic (MOT) and Manual on Uniform Traffic Control Devices (MUTCD) Requirements

4.4.1 Emergency Light Use

The appropriate use of emergency lights (high-intensity rotating, flashing, or strobe lights) is essential, especially in the initial stages of a traffic incident, for the safety of emergency responders and persons involved in the traffic incident, as well as road users approaching the traffic incident.

Emergency lights provide warning only. They do not provide traffic control. Emergency lights are often confusing to road users, especially at night. Road users approaching the incident from the opposite direction are often distracted by emergency lights and slow their vehicles to look at the traffic incident, posing a hazard to themselves and others traveling in their direction.

The use of emergency lights can be reduced if good traffic control has been established at the incident scene. This is especially true for major traffic incidents that might involve a number of emergency vehicles. If good traffic control is established through placement of advanced warning signs and traffic control devices, then responders can perform their tasks on scene with minimal emergency lights.¹ **Road Ranger Safety Service Patrol operators should utilize arrow boards instead of flashing lights whenever possible.**

Use emergency lights:

- When en route to a confirmed incident with injuries or blocking a travel lane
- When assisting a stranded motorist, law enforcement, and/or other emergency services in an extremely hazardous location.
- When stopped in a travel lane or any portion of a lane for an incident and the arrow board is not effective.
- When re-entering the travel lanes of the Turnpike from a parked position on the shoulder. Use four-way flashers and rear-facing emergency lights until reaching the posted speed limit or a speed equivalent to the flow of traffic, whichever is lower.

Do NOT use emergency lights:

- When en route to a non-emergency type incident, such as a stalled vehicle on the shoulder or an unconfirmed incident.
- When parked on a shoulder behind a disabled vehicle. Use four ways and arrow board in caution mode.

¹ Adapted from MUTCD Section 6I.05

Operator Guidance:

- Do not use emergency flashing lights when using the arrow board; they divert the motorist's attention from the arrow board.
- Reduce the use of emergency lighting at an incident scene while not endangering those at the scene. Where possible, turn off forward-facing emergency lights once on scene.
- Vehicle headlights not needed for illumination, or to provide notice to other road users of the incident response vehicle being in an unexpected location, should be turned to parking lights at night or during inclement weather.²

4.4.2 Arrow Board Use

The proper use of the vehicle-mounted Arrow Board, or Dynamic Message Sign (DMS), if so equipped, is essential for emergency short-term traffic control at an incident scene.

While emergency lights provide warning only and provide no effective traffic control, the Arrow Board, used in conjunction with traffic cones and other traffic control devices, provides positive guidance to direct approaching traffic away from a blocked travel lane at an incident scene.

Operator Guidance:

- Use the Arrow Board in **Arrow** mode only to indicate a blocked travel lane.



Figure 2 - Use of Arrow Board - Blocked Lane

- Use the Arrow Board in **Caution** mode when on or near the shoulder of the roadway.

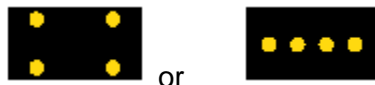


Figure 3 - Use of Arrow Board on Shoulder

- Do not exceed 40 mph, or the manufacturer's suggested speed, with the Arrow Board in the upright position. Wind damage to the board, mounts and/or vehicle may result.

² MUTCD Section 6I.05

4.4.3 Traffic Cone Placement

Road Ranger Safety Service Patrol operators need to be experts in setting up short term emergency temporary traffic controls to make incident scenes safer. Traffic cones serve as safety devices as well as effective traffic control devices. Without traffic cones, approaching vehicle traffic is still merging and changing lanes until they are only a few feet from parked emergency equipment. Traffic cone lane closures can displace this turmoil several hundred feet upstream and allow traffic to pass the scene in the lanes chosen to remain open.

All responders, and especially Fire-Rescue, are concerned for their safety and may close more travel lanes than actually needed, sometimes by parking apparatus across all lanes. Road Ranger Safety Service Patrol operators who are skilled in setting up proper cone closures and using advanced signing to make incident scenes safer send a positive message to other responders. As the effectiveness of proper traffic control becomes evident, other responders will tend to be more receptive to keeping more lanes open and opening closed lanes sooner.

All Road Ranger Safety Service Patrol operators should be trained in basic Maintenance of Traffic (M.O.T.) and flagging as well as short term traffic control for incident scenes.

Operator Guidance:

➤ Shoulder Incidents

- If you are stopped on the shoulder of the road and you expect to provide a service or be there more than 5 minutes, you should set out a minimum of four (4) 36" cones. The cones should start at the outside rear corner of the truck and be spaced about 35 feet apart along the edge line extending a minimum distance of 100 feet as shown in Figure 5. Traffic cones are very visible and offer some additional warning if a motorist drifts toward the shoulder while approaching. **This safety practice must be a routine procedure for all Road Ranger Safety Service Patrol operators.**

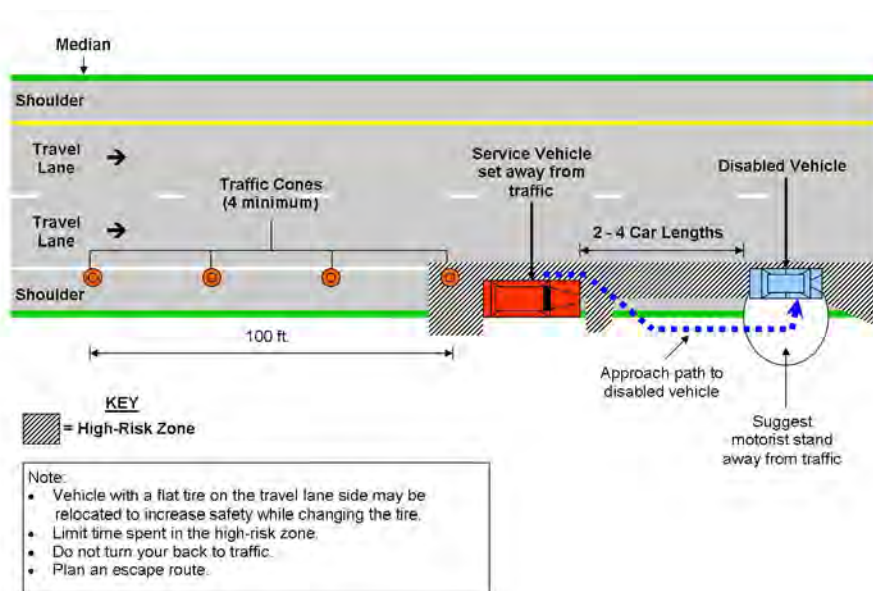


Figure 4 - Disabled Vehicle Cone Setup

➤ Lane-Blocking Incidents

- If you are the first responder to a crash scene or other road-blocking incident, quick, skilled action in emergency traffic control must be taken to reduce the risk to victims, responders and other highway users. The first step in traffic control is to use the arrow board to warn and direct traffic around the scene. The next step is the proper placement of cones to delineate the incident scene and lead traffic into available lanes to safely pass the incident.
- There should be at least sixteen 36" traffic cones on the truck. Take a stack of cones and begin to close off the lanes that are blocked. Continue to lengthen the cone taper by placing additional cones. Remember to always face traffic while placing or removing cones.

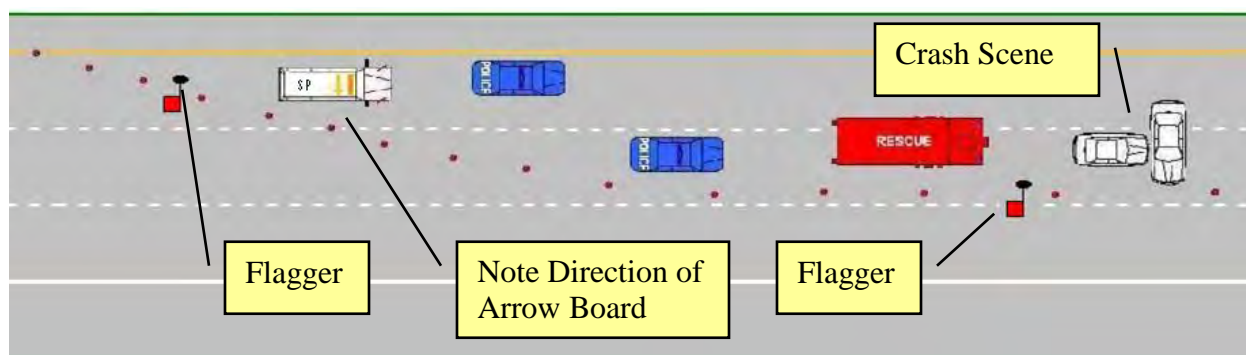


Figure 5 - Crash Scene (Lane Blocking) Cone Setup

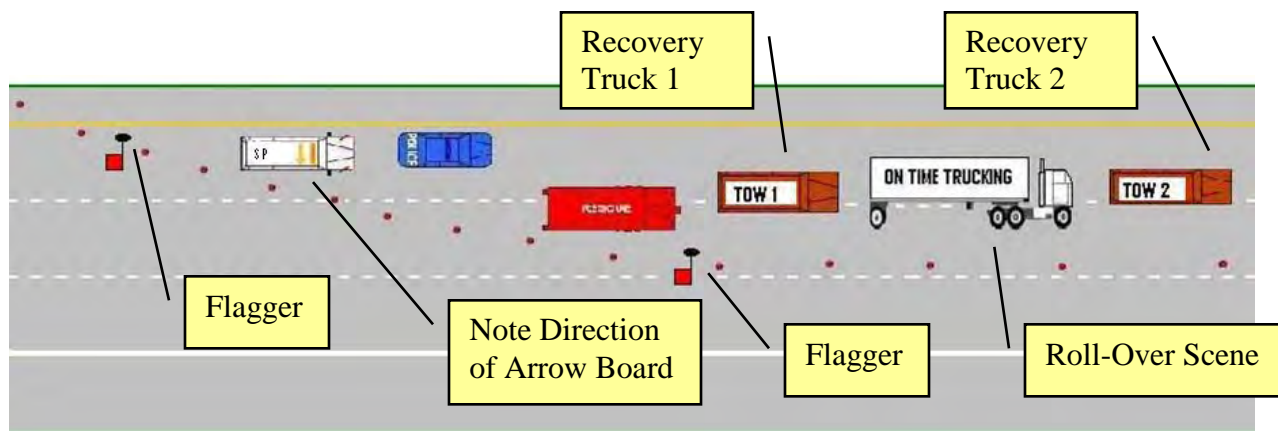


Figure 6 - Rollover Scene (Lane Blocking) Cone Setup

- Cones should be equally spaced and at least twenty five (25) feet apart. By using 12 cones for the lane closure (about 300'), and 4 for the crash scene, you can quickly make the scene safer. Place cones around response vehicles and place at least one cone downstream past the incident to allow a parking spot for the ambulance or EMS vehicle (Figure 6). For major incidents allow additional space for multiple responder vehicles (Figure 7).

- Flares may be chosen to initially outline the lane closure at night. Flares should be supplemented as soon as practical with cones with reflectorized material.
- Borrow additional cones as needed from other responding units or request some from another Road Ranger Safety Service Patrol unit through the TMC.

These examples of cone usage for emergency temporary traffic control have proven effective in many programs and shall be followed by Road Ranger Safety Service Patrol operators. It should be noted that other layouts can be used if more cones are available. The Manual of Traffic Control Devices (MUTCD) Chapter 6 and FDOT MOT trainers are excellent sources for more detailed instruction for cone placement.

4.4.4 Positive Traffic Control

Providing positive manual traffic control at an incident scene reduces rubbernecking and helps keep traffic moving smoothly past the scene.

Manual traffic control should be provided by qualified flaggers or uniformed law enforcement officers, but may be provided by any response personnel.

Appropriate readily available traffic control devices may be used to provide traffic control.

All Road Ranger Safety Service Patrol operators should be trained in basic Maintenance of Traffic (MOT), flagging, and short term traffic control for incident scenes.

Operator Guidance:

- The responder providing the positive traffic control should be at a safe location adjacent to the wrecked vehicles. Make eye contact with the drivers of approaching vehicles to ensure they are paying attention to their driving and not the incident. This will help them safely transit the incident scene.

4.4.5 Advanced Warning and Queue Protection

The safety of all motorists traveling on the Turnpike is a primary objective of the Traffic Incident Management (TIM) program. Road Ranger Safety Service Patrol operators are a key component of motorist safety and are also the “street level” representative of the TIM program.

When an incident occurs, there is a very real probability of a secondary crash. Many times this secondary incident is more serious than the initial event. Road Ranger Safety Service Patrol operators can play a significant role in reducing secondary incidents.

The prompt and proper placement of the Road Ranger Safety Service Patrol truck with the arrow board and setting up a cone closure at the scene will help move drivers safely past the scene safely and in an orderly fashion. However, a crash can quickly cause traffic to back up due to the reduction in the roadway capacity. This backup, or traffic queue, grows quickly as more high speed traffic vehicles approach.

Since high speed traffic is not expecting stopped traffic at the end of a developing queue and may not see the arrow board or emergency lights from other responders, they should be

warned. While the first responding units are not expected to stop and set up warning signs before securing the scene and protecting the victims of a crash, subsequent units should take steps to advise highway users of the incident ahead. The Manual on Uniform Traffic Control Devices (MUTCD) specifies: “Responders arriving at a traffic incident should estimate the magnitude of the traffic incident, the expected time duration of the traffic incident, and the expected vehicle queue length, and then should set up the appropriate temporary traffic controls for these estimates.”³

The placement of incident advance warning signs is an important function. Generally, a second or follow-up responder takes this responsibility. As an example, this could be handled by the second Road Ranger Safety Service Patrol unit responding to the incident. If a backup unit is not available, the initial responding unit can double back and place the signs once the immediate scene is secure and the arrow board is not needed. It is important that the signs be placed far enough back and / or moved as needed to remain well in advance of the queue.

Operator Guidance:

- In addition to placing the portable warning signs, make the TMC aware of traffic conditions so they can activate available Dynamic Message Signs upstream of the queue, broadcast Highway Advisory Radio (HAR) and Citizens Band Radio Advisory System (CBRAS) messages, and take other steps to provide information to motorists.
- Road Ranger Safety Service Patrol trucks should each have at least two reflectorized signs and sign stands. The signs are a special fluorescent pink color with legends including “EMERGENCY SCENE AHEAD” and “BE PREPARED TO STOP.”

Remember to keep looking for ways to improve safety. Obtain additional signs from other response units and place them on both sides of the roadway well in advance of the scene. If the incident becomes long term, signs and cones need to be upgraded or replaced by a MOT contractor or RISC tow company.



Figure 7 - Example Advance Warning Signs

³ Federal Highway Administration “Manual on Uniform Traffic Control Devices” Section 6I.01, 2009 Edition

4.4.6 Safe Vehicle Placement

In previous sections, guidance was given on proven traffic control measures to make incident scenes safer. A vehicle with emergency lights is not a traffic control device, although it is commonly considered as such. A Road Ranger Safety Service Patrol truck with an arrow board, however, is probably the most effective temporary traffic control device.

Operator Guidance:

- When making a **motorist assist**, vehicle placement is critical. While outside your truck you are a pedestrian, so complete the assist as quickly as possible and get the motorist and their vehicle back on the road or off to the shoulder and you back in your truck.
- Park your truck back and well off the edge of the roadway. This does two things: It separates your truck from the area you are working in, and it gives you better sight distance and a view of oncoming traffic and more time to react. Avoid parking your truck closer to the edge of roadway than the vehicle you are assisting. In some situations you may need to offset your truck further away from traffic to allow you to open the door and exit safely. Do not park in a position that increases the potential for you or your truck being struck.
- Park a distance close enough to read the license plate, but not too close; consider a space of about three to four car lengths. The practice of parking too close is common; don't slip into this habit. Turn your wheels away from traffic when stopped, assisting at a crash scene or disabled vehicle.
- Your truck, when struck at highway speed, will move forward a considerable distance; remember the term "space safety." If the vehicle is in a hazardous location, consider relocating it before you provide assistance. Sometimes moving the vehicle a short distance and further off the road is the prudent thing to do. You make the call. Refer to Section 5.3 for proper relocation methods.
- When at a **crash scene**, place your truck in a position to best utilize the arrow board. As every incident is different, there is no set location; use your skills and training to determine the best location. Remember that you are the one responder who is expected to be the expert in setting up traffic control. You set the scene early on for safety and limiting the impact to traffic.
- If you are a first responder, attempt to stop behind the crash in the same lane, leaving plenty of space - three to four car lengths. Your arrow board should be directing traffic around the crash. If other emergency vehicles are responding, only close lanes that are necessary so you do not create more traffic back-up and delay their arrival.
- As additional resources and vehicles arrive, consider repositioning your truck to allow more room for emergency vehicles and putting the arrow board in the most effective location as you set up your traffic cone lane closure taper. Continue to suggest to other responders that they reposition some of their units as you get your closure in place to allow better flow of traffic past the scene.
- Always look for opportunities improve traffic flow and scene safety.

4.5 Cell Phone Call for Motorists

Motorists are permitted to make up to three local or credit card calls of up to three minutes each using the Road Ranger Safety Service Patrol cellular telephone to make arrangements for further service, towing, or transportation.

- Log all outgoing calls with date, time, and number called, including calls made by a motorist.
- Call home only for emergencies or to inform about overtime. Keep calls brief.
- Keep incoming calls to a minimum.
- Calls to other Road Ranger Safety Service Patrol operators should be made by two-way radio, not by cellular phone.
- Road Ranger Safety Service Patrol cellular phone numbers are restricted and are not to be given out except to authorized TIM Team members
- Cell phone usage while on duty should be kept to a minimum and calls made following distracted driving restrictions. Calls should be made only while in a safe location or on the shoulder.

Operator Guidance:

- When a motorist needs to use the Road Ranger Safety Service Patrol cellular phone for a “courtesy call”, the Road Ranger Safety Service Patrol operator should:
 - Dial the number for the motorist
 - Insure the call is not lengthy and that the conversation is related to the problem at hand.

4.6 Multilingual Assistance

Motorists traveling on Florida’s Turnpike come from many countries and often speak other languages. To assist the Road Ranger Safety Service Patrol operator’s ability to communicate with the motorists, a multilingual assistance sheet has been developed (Section 6.9).

4.7 Transporting Motorists or Pedestrians

Pedestrians on any access controlled highway are at extreme risk. If a pedestrian is encountered, stop and ask if you can be of assistance. When assisting motorists with a disabled vehicle and the vehicle will not start or cannot be driven, assist the motorist to obtain help using your cell phone (Section 4.5). If towing service or other help is not available in a reasonable time, offer to transport the motorist to the Service Plaza or nearest exit within your patrol sector (motorist is to be left at a safe location).

If the motorist refuses your offer to be transported, caution them to remain in or near the vehicle in the grass well off the travel lanes and behind the guardrail (if present). Notify the TMC of their decision and indicate that you will check on them on your next pass of your assignment. If there are circumstances that make you feel that the individuals are at risk or in danger (such as female, young children, elderly, poor health, etc.) ask the TMC to contact FHP for assistance.

- When transporting a motorist or pedestrian, advise the TMC of your intentions, destination, how many passengers, gender and current odometer reading. Call the TMC immediately upon arrival at the drop off point and report your ending mileage.
- If there are more passengers than seatbelts in the Road Ranger Safety Service Patrol vehicle, contact the TMC and request assistance from another Road Ranger Safety Service Patrol unit, a supervisor or a Trooper.
- Remember to call in the vehicle description and tag number before you leave your vehicle (Section 4)
- Use extreme caution when you encounter or transport individuals at night when there is no disabled vehicle in sight or if the individual appears under the influence. In these cases ask the TMC to request a trooper.

Operator Guidance:

- All passengers must wear seat belts.
- Infants and small children must be in a car seat.
- Know where all the pay phones are located in your patrol sector.
- Road Ranger Safety Service Patrol operators cannot wait for motorists; drive motorists to or from repair shops or parts stores, provide cab service; or drive motorists back to the disabled vehicle.
- Remember that you are not to leave the Turnpike Patrol area to go to parts stores or repair centers to have flats fixed or secure repair parts and drive back to the disabled vehicle.

4.8 Dealing with Motor Clubs and Towing Companies

Remember that you are a Florida Department of Transportation Road Ranger Safety Service Patrol operator. Your job is to help keep the Turnpike operating as efficiently and as safely as possible. Be courteous and professional, offer your assistance to other service providers, and follow the operating guidelines for scene safety. If you suspect some improper activity or conduct, notify the TMC and your supervisor.

4.9 Relationship with Other Turnpike Staff

The Road Ranger Safety Service Patrol program is a highly visible part of the Turnpike Team and the Road Ranger Safety Service Patrol operator is expected to set a high example of skill and professionalism.

Operator Guidance:

- Offer your assistance whenever you can without waiting to be asked.
- Stop well behind a Trooper or Turnpike vehicle to give them some added protection.
- If in a dangerous location consider setting out cones and use your arrow board when appropriate to make the scene safe.

5 Road Ranger Safety Service Patrol Response to Traffic Incidents

There is a generally accepted expectation that the Turnpike's Road Ranger Safety Service Patrol program will make every reasonable attempt to respond quickly to any motorist in need of assistance or any report of a motorist in need within the patrol area.

To provide better service to the Turnpike's customers, Road Ranger Safety Service Patrol operators may be dispatched outside of their assigned zones by TMC or FHP.

5.1 Disabled Vehicles

There is a substantial risk to the personal well-being of the driver or occupants of a motor vehicle that breaks down on a high-speed access-controlled roadway such as the Turnpike. Every attempt should be made to respond promptly to this type of incident. Quick response is a basic operating procedure that will help safeguard the vehicle occupants who might be tempted to accept a ride or walk alongside the roadway to seek assistance.

A **special relationship** is established when a Road Ranger Safety Service Patrol operator observes a motorist in need of assistance with a disabled vehicle. Within reason, the Road Ranger Safety Service Patrol operator must adjust his direction of travel to respond to the identified hazardous incident with due caution but without delay. The operator may turn around at the next interchange or service plaza.

There is a real potential liability risk to the agency and the contractor if the Road Ranger Safety Service Patrol operator does not adjust his travel to respond to an incident. Delayed response by the Road Ranger Safety Service Patrol operator could expose the agency and the contractor to potential tort liability risks.

When a Road Ranger Safety Service Patrol operator on patrol encounters, observes or is dispatched to a motorist with a disabled vehicle the Road Ranger Safety Service Patrol operator will stop to offer assistance, unless en route to a higher priority call.

If the Road Ranger Safety Service Patrol operator must bypass a motorist, the TMC shall be advised of the location and basic description of the vehicle for follow-up later or by another Road Ranger Safety Service Patrol operator or other responder.

The Road Ranger Safety Service Patrol's primary responsibility is safety. If a disabled vehicle is located in a hazardous location or is blocking a travel lane, every effort should be made to relocate the vehicle prior to making the assist. Follow the guidelines in Section 5.1.2 to relocate a vehicle in a hazardous location.

If a Road Ranger Safety Service Patrol operator is dispatched to a disabled vehicle and encounters another along the way, the Road Ranger Safety Service Patrol operator may stop for a short time and check the problem. If immediate repairs cannot be made, the motorist should be advised that you will return after the other call is cleared.

If a disabled vehicle is observed in the opposite direction of travel, call the TMC and indicate your intention to turn around and offer assistance. The TMC can verify that there is no higher priority incident ahead and acknowledge that you are responding.

5.1.1 Stalled Vehicle on the Shoulder (Driver Present)

Road Ranger Safety Service Patrol operators stopping to assist a motorist should stop well behind the vehicle, close enough to read the license tag number but no closer than three to four car lengths. The Road Ranger Safety Service Patrol operator should park well off the edge line where possible and **approach on the passenger or non-traffic side of the vehicle.**

Before exiting the truck, the Road Ranger Safety Service Patrol operator shall call the TMC with the location, tag and vehicle description. The Road Ranger Safety Service Patrol operator shall identify himself to the motorist before offering assistance and inform him/her that services are being provided **free of charge** courtesy of the Turnpike Enterprise. It should be explained that their assistance is limited to 15 minutes if immediate repairs are not possible.

If the Road Ranger Safety Service Patrol operator is going to attempt repairs the Road Ranger Safety Service Patrol operator is to return to the truck and place a minimum of four (4) traffic cones behind the truck along the edge line approximately 35 feet apart. This will increase the visibility of the Road Ranger Safety Service Patrol truck and offer some warning to a motorist who may have drifted off the travel lane.

Under no circumstances will a lane be partially blocked to make repairs.

The basic assistance offered by the Road Ranger Safety Service Patrol includes assistance with flat tires, jump starts, providing a small quantity of fuel to reach the next fuel station and some minor emergency repairs. If attempted repairs are unsuccessful the Road Ranger Safety Service Patrol operator shall offer the motorist the opportunity to make up to three local cell phone calls. If the motorist requests a tow truck the Road Ranger Safety Service Patrol operator will call the TMC and the TMC will contact FHP to dispatch a STARR wrecker. If the motorist requests AAA or other road service provider, the Road Ranger Safety Service Patrol operator will allow the motorist to use the cell phone to contact the appropriate service.

Road Ranger Safety Service Patrol operators are prohibited from recommending or referring motorists to tow companies or repair shops.

Operator Guidance:

- Always notify the TMC prior to leaving the truck. Provide the following information:
 - Exact location (milepost or cross street and direction)
 - Color of vehicle
 - Make of vehicle
 - License plate number
 - Description of problem - disabled or abandoned, etc.
- Remember that assistance or repairs shall not be performed on vehicles blocking a travel lane or in a hazardous location like a narrow shoulder or end of a gore area.
- Relocate the vehicle under its own power or by pushing it to a safe location when possible. Follow guidelines for proper use of push bumpers. (Section 5.3.1)

- If safe relocation is not possible, contact the TMC and set up traffic controls.
- When attempting to determine what is wrong mechanically with a stalled vehicle, get as much information as you can from the driver, including:
 - Has this ever happened before?
 - How did the vehicle act prior to stalling?
 - Do you know of any specific problems with the vehicle?

5.1.2 Stalled Vehicle Blocking a Travel Lane (Driver Present)

When responding to a vehicle that is disabled in a travel lane, contact the TMC and give the required vehicle information, including which lane is blocked. A disabled vehicle obstructing traffic or in a dangerous location must be relocated to a safe location before assistance or repairs are attempted.

Road Ranger Safety Service Patrol operators need to become very persuasive and convincing while advising motorists about FLORIDA LAW that requires the removal of disabled vehicles from travel lanes. Provide the motorist with a copy of the Move-it law (**Florida Statute 316.071**), explain that you will provide free assistance to help them relocate the vehicle and with the disablement after it is in a safe location.

In some cases the prudent action is to move the vehicle completely onto the grass, off a ramp or if available into a designated drop off area or crash investigation site (CIS) location. Refer to guidelines for the safe use of push bumpers in Section 5.3.1 for more safety tips.

Many times motorists will stop in a lane of traffic or on a narrow shoulder to change a tire. This is extremely dangerous and requires quick thinking and persuasive actions by the Road Ranger Safety Service Patrol operator. Convincing motorists to drive off the road with a flat tire is an important skill all Road Ranger Safety Service Patrol operators need to master.

Because of the hazard, flat tires should not be changed immediately next to open lanes on the traffic side of vehicles. Relocate the vehicle to a safer location.

However, do not attempt to relocate a vehicle without the driver's agreement and cooperation. In some cases repeating the request to relocate again after a few minutes gives the motorist time to re-think the situation. Stay calm yet firm and convincing. If the driver still refuses, call the TMC and request a Trooper. Your job now is to warn other motorists about the hazard using your traffic control devices. Make sure to allow a safe distance between vehicles.

Operator Guidance:

- Using your push bumper to relocate a disabled vehicle can be done safely and without any damage. Section 5.3.1 offers tips for using push bumpers.
- Your ability to quickly and safely clear lane blocking incidents is a measure of your performance and the effectiveness of the Road Ranger Safety Service Patrol Program.

5.1.3 Assistance with Vehicles in Parking Areas of the Service or Toll Plazas

Road Ranger Safety Service Patrol operators are restricted in the type of assists to motorist's vehicles in the parking areas of Toll Plazas and Service Plazas. Disabled vehicles located in a plaza parking lot are generally considered to be out of harm's way, allowing motorists to make their own arrangements. Fuel is not provided to motorists in Service Plazas.

Any request for assistance to a motorist in a non-blocking position in a Service Plaza or Toll Plaza will require dispatch or authorization by the TMC.

5.2 Abandoned Vehicles

5.2.1 Abandoned Vehicle on the Shoulder or Grass

The Road Ranger Safety Service Patrol operator should check and 'tag' any unattended or abandoned vehicles on shoulders or grassy areas. The Road Ranger Safety Service Patrol operator should pull over safely and position the vehicle so there is a safe zone between the truck and vehicle. After checking the vehicle place a "Sorry We Missed You" card under the windshield wiper on the passenger (away from traffic) side.

In many instances motorists in distress will leave their vehicle on the shoulder of the roadway when in need of fuel or mechanical assistance because they are unaware of the Road Ranger Safety Service Patrol free service program. Tagging with a **Sorry We Missed You** card will make the driver aware of the service. In the future, the motorist will be more likely to stay with the vehicle and not become a pedestrian and try to walk for help, which is very dangerous.

Abandoned vehicles on high speed, access controlled roadways are a safety hazard and can restrict responses of emergency vehicles. The Sorry We Missed You card will let other Road Ranger Safety Service Patrol units know that this particular vehicle has been checked and reported, and will also let Troopers know the date and time the vehicle was first found by the Road Ranger Safety Service Patrol. While only a trooper can order the impoundment of an abandoned vehicle, tagging will speed the process. If, after an extended period of time, a previously tagged vehicle remains unmoved, it should again be reported to FHP through the TMC.

Advise the TMC if the vehicle is in a hazardous location. The TMC will notify FHP of the need for expedited removal of the vehicle.

Operator Guidance:

- Only tag vehicles if they are not an immediate hazard (See Section 5.2.2)
- When tagging a vehicle, always check the vehicle for:
 - Injured, sick or incapacitated individuals. Do not open the door if there are signs of chemical suicide (large bucket, pungent odor, warning sign on window).
 - Anything suspicious in nature like a punched ignition or damaged door lock.
 - Broken window with glass debris still in vehicle, etc.

- If anything unusual is found, notify the TMC and have the dispatcher forward the information to FHP.
- The Road Ranger Safety Service Patrol operator should recheck vehicles at some time during their shift to ensure that the vehicle has not been vandalized or that the motorist has returned to the vehicle.

Example of card placed on disabled vehicle (driver not present):



Figure 8 - Sorry We Missed You Card

5.2.2 Abandoned Vehicle Blocking a Lane or Presenting a Hazard

When a Road Ranger Safety Service Patrol operator is on patrol and encounters an abandoned vehicle blocking or partially obstructing a lane or in a hazardous location the operator is committed to taking action to reduce the hazard. The Road Ranger Safety Service Patrol operator should initially activate the arrow board directing traffic around the hazard and notify the TMC giving complete details and requesting a Trooper. Quickly removing an abandoned vehicle blocking a lane greatly decreases the chances of a secondary crash and reduces the impact to the traffic stream.

If the Road Ranger Safety Service Patrol operator is driving a **tow-rig equipped truck** and traffic is heavy or slow moving, the Road Ranger Safety Service Patrol operator, **having been fully trained in this procedure**, should pull in front of the abandoned vehicle, use the wheel lift and move the vehicle out of the travel lane to a safe location.

This procedure for expedited relocation should not be attempted if the operator feels it would be unsafe. In this case, or if driving a truck with **no tow rig**, the Road Ranger Safety Service Patrol operator should remain in place behind the vehicle and call the TMC and request assistance from another Road Ranger Safety Service Patrol unit or a FHP Trooper. Create a safe zone behind the Road Ranger Safety Service Patrol vehicle using traffic cones (and flares at night).

If the Road Ranger Safety Service Patrol operator is not going to attempt relocation, the TMC will call FHP for a Trooper and a tow truck. Alternatively, a tow-rig equipped Road Ranger Safety Service Patrol unit nearby may be summoned if available. Everyone involved in the mitigation of this type of incident needs to act with a sense of urgency.

Operator Guidance:

- When requesting a tow truck, provide the TMC with the following information and provide any additional information needed to ensure that the appropriate equipment will be dispatched to recover the vehicle:
 - Exact location and direction of travel
 - Which lane is blocked or why it is a hazard
 - Make of vehicle
 - Color of vehicle
 - License plate tag number
 - Location where vehicle will be relocated
- Do not move a vehicle from a shoulder into a travel lane; move only out of travel lanes.
- Your safety and the safety of others should be the determining factor.

5.3 Relocating Vehicles Out of Hazardous Locations

While all vehicle assists have some element of risk, the Road Ranger Safety Service Patrol operator must evaluate each situation encountered and determine if the vehicle should be relocated to a safer location prior to rendering assistance.

Operator Guidance:

- Be cautious on curves. Motorists tend to hug the inside of a curve. Make sure there is sufficient sight distance for traffic to see you around the curve.
- Vehicles on the left shoulder, in many cases, should be considered to be in a hazardous location. The median barrier on the main line south of Fort Pierce, and the guardrail north of Fort Pierce adjacent to the shoulder, leave little room to work safely.

5.3.1 Using Push Bumpers

Using the push bumper to relocate a disabled vehicle can be done safely and without any damage by following some basic guidelines. Consider the location, weather and traffic conditions. Contact the TMC and request assistance from another Road Ranger Safety Service Patrol unit or from FHP if you are concerned about the environment, your safety or the competence of the motorist. Do not relocate a vehicle if you suspect the driver is substance impaired

A push bumper is designed to push a vehicle only for limited distances to reduce a safety hazard. Be prepared to explain to the motorist that you cannot push them down the Turnpike to an exit or into the Service Plaza. You may even be asked to push them to their home. Be polite but stay in control and remember that your role is to reduce the potential of a secondary crash.

Operator Guidance:

- Do not push a vehicle that has bumper misalignment, previous damage, or an obstruction such as a trailer hitch, tire carrier or a ladder.
- Do not push a vehicle if you cannot see ahead of it.
- Before starting to push (Figure 10):
 - Tell the driver what you want them to do
 - Confirm the driver understands you
 - Advise exactly where you want the driver to go
 - Remind the driver that steering and braking will be hard, but will work
 - Advise the driver not to hit the brakes hard or abruptly
 - Make sure the driver can hear your instructions. The driver side window should be open
 - Make sure the vehicle's:
 - Ignition key is in the "on" position
 - Transmission is in "neutral"
 - Parking brake is "off"



Figure 9 - Push Bumper - Driver Instruction

- Approach the disabled vehicle to be pushed **SLOWLY**. Make gentle contact.
- Check traffic
- Advise the driver that you will start pushing
- Push slowly, maintaining a shallow angle
- Back-off before the driver brakes
- Advise the driver when to stop
- Instruct the driver to set the parking brake and secure the vehicle.



Figure 10 - Push Bumper Relocation

5.3.2 Using a Tow Strap

Road Ranger Safety Service Patrol operators in pickups or Incident Response vehicles should relocate vehicles with push bumpers or by pulling them a short distance with a tow strap. In some cases, using a tow strap allows the Road Ranger Safety Service Patrol operator to move a truck or vehicle that cannot be pushed.

Pulling a vehicle out of a travel lane with a tow strap can greatly reduce the exposure to a secondary crash and the detrimental impact on traffic using the roadway. Follow the same notification procedures outlined earlier and request the TMC send a back-up Road Ranger Safety Service Patrol unit or a Trooper if they are not on the scene. Do not attempt to pull a vehicle across any travel lane without another responder assisting with the control of traffic.

Operator Guidance:

- If the driver is present and the vehicle will roll, attach the strap to a secure part of the vehicle to be relocated. Avoid attaching to body parts, bumpers, tie rods or steering components. Watch out for interference with tires, spoilers, hoses or radiators. Make sure the driver understands what you want him/her to do and follow the procedures outlined in the previous section.
- Pulling a vehicle should only be considered if a tow truck is not on scene and pushing is an unsafe option.
- Pulling should only be considered for very short distances.
- Do not pull a vehicle downhill.
- Do not pull a vehicle into traffic, only out of a traffic lane.
- If the vehicle is an air-brake equipped truck, ask the driver if he has air pressure; usually anything over 60 lbs. will release the air brakes. Tell the driver to use his transmission to stop, not his air brakes.
- If the vehicle is a car which was wrecked in a crash suggest to law enforcement that you can move the vehicles out of the travel lanes while waiting for the tow truck. See Section 5.4.5 for more on clearing traffic crashes.
- Watch for spilled gasoline. Do not drag a vehicle or pull a vehicle with a leaking fuel tank.

5.4 Traffic Crashes

5.4.1 Traffic Crash with Property Damage (No Apparent Injuries)

The Road Ranger Safety Service Patrol operator is frequently the first to arrive at a vehicle crash. **The ability to quickly analyze the situation and take appropriate action to get the road open is an important part of a Road Ranger Safety Service Patrol operator's job.**

Road Ranger Safety Service Patrol operators need to be fully aware of the Florida Statute FS 316.061, the law that requires motorists involved in crashes without serious injury to move their vehicle out of traffic or seek assistance to move it.

The ability to convince motorists to cooperate and then to personally facilitate the relocation of the vehicle out of traffic is a good measure of the Road Ranger Safety Service Patrol operator's skill. To help make drivers aware of the law, hand them a copy of the 'Move-it' law. (Keep plenty in your pocket or on your clip board.) Let the driver read the card, and in a couple minutes again offer to help them move out of traffic "to avoid a citation" when FHP arrives.

Operator Guidance:

- Upon arrival, park your truck in the lane blocked by the vehicles and notify the TMC of:
 - Your exact location
 - Lanes that are blocked
 - Number of vehicles and general vehicle description
 - Tag number of closest vehicle
 - Approach the drivers to determine if they are capable of driving out of traffic

- If, by looking at the condition of the vehicles it appears to be a minor incident, ask each driver, **"Do you want me to call an ambulance to take you to the hospital?"** That question is better than the standard "Are you hurt?" If no one says they need an ambulance, indicate that you will help them safely move their vehicles out of the road.

- If you see any apparent injuries or if a motorist or passenger indicates that they are badly injured, return to your truck and call the TMC for a Trooper and EMS.

There are cases when, even after repeated attempts by the Road Ranger Safety Service Patrol operator to move the crash vehicles out of traffic, someone refuses to cooperate. You must now ask the TMC to call FHP indicating that the motorist refuses to relocate. **Do not leave the scene unprotected.**

In those cases where the crash cannot be relocated, use the arrow board and traffic cones to facilitate the flow of traffic past the crash scene to assist in the arrival of other response vehicles. The Road Ranger Safety Service Patrol operator's role at this point is to upgrade traffic controls and help other highway users safely pass the incident scene.

In some cases, motorists are cooperative but don't feel they can drive their car out of the road. Simply offer to drive the car for them. You may be surprised how many wrecked cars can be started and driven. If the vehicle is not drivable, follow your training and use your skills to clear them from the travel lanes with your truck. Refer to Section 5.3 for more on relocating.

Don't forget to clean up any debris and fluid spills before opening the lane.

5.4.2 Traffic Crash with Injured Persons

When responding to a serious crash with injured persons, follow the previously described steps to position your truck behind the crash and make notifications to the TMC. **Your major safety concerns are yourself, other responders, the victims, and the highway users approaching the crash scene.** The primary objective of the Road Ranger Safety Service Patrol program is safely restoring traffic flow and reducing the duration of the incident. Your goal is to balance these responsibilities.

Operator Guidance:

- When you first approach the vehicles, look for any fire or spilled fuel that could ignite.
- If you see serious injuries or if the condition of the vehicles indicates the probability of serious injury immediately call 911. Follow up with notification to the TMC. Return to the vehicles and calmly assure the victims that help is on the way and that you will help them by making the scene safe.
- Before you begin to set up the cone lane closure, look for fire and any life threatening conditions.

You should have had enough training to recognize the potential to save a life. This could include massive arterial bleeding, not breathing or no heartbeat. Remember that if injuries are not life-threatening, waiting for EMS is the prudent choice.

However, if you do take action to save a life, you are protected by Florida's Good Samaritan law and you should not worry about liability.

A crash with injuries will most likely bring several response vehicles, so set up cones and move the truck back to allow them to park near the victims. Once other responders arrive, modify your closure to enclose the entire scene, try to have them position within your cones, but do not ignore an uncooperative emergency responder. **Work to gain the trust of other responders for future incidents; eventually they will recognize your expertise and concern for their well-being.** In some cases, after a few minutes you may again suggest the response vehicle be repositioned to facilitate traffic flow. **Be persuasive but not confrontational.**

Be sensitive to the FHP Trooper's job to investigate serious crashes, especially if there is a potential for a fatality. Protect and preserve the scene as best you can to allow them to do a complete investigation.

"The 15-Minute Rule"

Once traffic controls are in place, notify the TMC and provide a complete update of the situation including specifics on which lanes are blocked. This information should be repeated every 15 minutes or more often if there is a change in the status of traffic conditions at the scene.

This 15 minute interval gives the Road Ranger Safety Service Patrol operator time to speak with the FHP or other responders about repositioning equipment and attempting to gradually reduce the impact on traffic as the situation stabilizes.

Once injured persons are extricated from vehicles and loaded in the ambulance, the Road Ranger Safety Service Patrol operator should confer with the Trooper and begin to move the wrecked vehicles off the travel lanes. Drive them, pull them with a chain or tow strap, or push them with your push bumper. This aggressive, persistent clearance objective is what separates a traffic incident management professional from a motorist assistance provider.

5.4.3 Traffic Crash with Fire-Rescue (No Trooper)

If a Road Ranger Safety Service Patrol operator responds to a crash scene where Fire-Rescue is already on scene the initial task is to quickly position the truck with the arrow board and set up cones to help improve scene safety.

Operator Guidance:

- Speak to the Fire Chief or incident commander (generally wearing a white helmet and/or labeled safety vest) and advise him that you are there to assist them with traffic control and to make the scene safer for his crew.
- Before you leave your truck call the TMC with the incident details; don't assume that they have already been called by Fire-Rescue. It is likely that the TMC has not been given any specific details about lane blockage.
- Remember that you are the professional with skills in scene traffic control. Enclose all the emergency vehicles and the crash vehicles by setting out all your cones with about a 25' spacing to establish about a 300' lane closure taper. This will keep approaching vehicles from merging too close to the response vehicles.
- When you have your cones in place, discuss with incident commander the status of the rescue activities and the possibility of moving or repositioning some of the apparatus to improve traffic flow.
- Remember to **give the TMC an update every 15 minutes or any time additional lanes are open or closed.**
- If the injured are cared for and the Trooper is delayed, look for opportunities to expedite the clearance of the wrecked vehicles. Check with the TMC and ask if a tow has been requested by FHP. If not, ask for authorization to begin clearing the vehicles off the travel lanes. This does not apply to very serious crashes with multiple injured or any possibility of a fatality where FHP will need to investigate the crash with vehicles in place.
- If tows are on scene at any crash the Road Ranger Safety Service Patrol operator should work with the tow operators to expedite the clearance of the vehicles, fluids and debris from the crash. The tow operators are part of the team. We need to assist each other to expedite the clearance of the roadway.

5.4.4 Working with a Trooper to Manage Crash Scenes

FHP Troopers have been trained to take charge at an incident scene and have a multitude of activities to accomplish. Road Ranger Safety Service Patrol operators are there to assist them with making the scene safe and to clear the crash scene as well as providing manual traffic control. Since Road Ranger Safety Service Patrol operators will be working with Troopers from Troop K, who are assigned only on the Turnpike, the Road Ranger Safety Service Patrol operator will have the opportunity to form a close professional relationship. This partnership will assure the effective and safe management of traffic incidents on the Turnpike.

Operator Guidance:

- When you first arrive at a crash, call the TMC with the incident details, and then check in with the Trooper and begin to set up a cone closure and position your truck to help move traffic safely past the scene. Once the injured are cared for or removed allow the Trooper time to document the scene and begin the crash report. You should offer your assistance and, when given the approval, begin to sweep up debris and absorb spilled fluids.
- If the wrecker is on scene assist them with the hook up or with the relocation of the vehicles off the roadway. If a wrecker is not yet on scene suggest to the Trooper that you will move the wreckage off the travel lanes. **This resourcefulness is another measure of your effective performance. Drive them off, push them off, or pull them with a tow strap, but get the lanes open!**
- Sitting in your truck at a crash scene should always be avoided unless you are using the communications equipment.

5.4.5 Relocating Wrecked Vehicles at Crash Scenes

The Road Ranger Safety Service Patrol operator needs to be aggressive in moving or clearing wrecked vehicles from travel lanes at crash scenes. Troopers will be impressed with your skills and determination and appreciate your efforts to open the roadway.

Explain that you intend to relocate the vehicles. Only if the Trooper specifically tells you not to move the vehicles should you leave them in the road waiting for a wrecker to tow them.

Operator Guidance:

- Wrecked vehicles should normally be relocated to the right and well off the roadway.
- If there is an exit ramp or a safe area out of sight of traffic, consider relocating the vehicles there.
- Many cars can be started; drive them off of the road.
- Use your training and expertise to relocate crashed vehicles with your push bumper. Get some assistance with traffic and push the wreckage out of the road unless it not safe to do so.
- If you do not have a tow truck you can still use a tow strap to relocate wrecked cars off travel lanes.

5.4.6 Truck Crashes and Spilled Cargo and Vehicle Fluids

Major truck crashes are incidents that can have a serious impact to turnpike traffic. A Road Ranger Safety Service Patrol operator can assist in many ways to manage the scene and remove the wreckage and spilled loads from the roadway.

Just as in the earlier cases, the initial role is to set up traffic controls and a cone closure. The advanced warning signs for the incident should be set up by the second Road Ranger Safety Service Patrol unit or other responder approximately one mile upstream from the end of the queue. The warning devices may need to be relocated further upstream or closer to the incident as the queue changes in size. These signs and the cone closure are only short term and normally would be upgraded or replaced by traffic controls provided by the MOT Contractor (or the RISC contractor if they are called out to respond). The transfer of the scene traffic controls at an incident needs to be discussed and coordinated with the trooper, Turnpike Roadway Maintenance personnel and the TMC.

If there are spilled vehicle fluids like diesel fuel, quick action by the Road Ranger Safety Service Patrol operator to contain or absorb the spilled fuel is essential. Similarly, relocating some spilled non-hazardous cargo may be enough to open an additional lane and should be an early consideration.

When additional resources arrive, assist in any way possible to expedite the reopening of travel lanes. This may mean working with the heavy duty tow operators or modifying and upgrading the cone closure. Remember that all responders are a team and depend on each other for assistance. Road Ranger Safety Service Patrol operators should continue to maintain a sense of urgency in getting the incident resolved and frequently communicate with the TMC with status reports from the scene (15-Minute Rule).

Operator Guidance:

- Under no circumstances are you to merely sit in your truck while an incident with lane blockage is underway. Sweep debris, manually direct traffic, or assist with the clearance of the wreckage.
- If there is nothing for you to do, speak with the trooper, call the TMC and resume your patrol functions. Remember to turn around at your first safe opportunity and look for any stalled vehicles or secondary crashes in the traffic queue upstream of the crash site.

5.5 Incidents Involving Hazardous Materials

Traffic incidents are one of the most dangerous tasks responders are asked to handle. What makes an incident even more perilous is one that involves hazardous material cargo.

While the Road Ranger Safety Service Patrol operator is encouraged to mitigate non-cargo spills as discussed in Sections 5.4.6, and 6.3, hazardous material spills are to be handled differently and with extreme caution.

Each Road Ranger Safety Service Patrol operator should be familiar with the material identification placards required for all vehicles transporting hazardous material so that when arriving at the scene quick identification can be made and a call to the TMC can be made for assistance. Never approach a vehicle spilling or leaking an unidentifiable cargo, especially if it is a placarded load.

When a vehicle carrying a placarded (hazardous material) load overturns and spills cargo, take action to properly handle the incident:

- Notify the TMC immediately of an unidentified or placarded cargo spill.
- Approach the incident cautiously from upwind.
- Stay clear of hazardous cargo and any vapors, fumes or smoke.
- Identify the cargo from placards from a safe distance and update the TMC with the information.
- Check the driver's condition but only approach and assist IF IT IS SAFE
- Protect the scene and set up MOT
- Assist the Hazmat responders and others as needed

Operator Guidance:

- Be familiar with placards in the Emergency Response Guidebook
- Use extreme caution when arriving on scene
- Never approach an unidentified cargo spill

5.6 Vehicle Fires

When a vehicle fire is encountered, the Road Ranger Safety Service Patrol operator should immediately call 911 and then notify the TMC. Provide assistance to the occupants of the vehicle and relocate them to a safe area on the shoulder of the roadway or in an area protected by the Road Ranger Safety Service Patrol vehicle.

Extinguish the fire if it is safe to do so; however, do not approach the vehicle if it is completely involved. There is risk of the fuel tank exploding.

Secure the scene as much as possible and set up MOT in order to keep the traffic moving on the roadway.

Operator Guidance:

- Notify the TMC upon arrival
- Assist the occupants and relocate to safe area
- Extinguish fire if safe to do so
- Secure scene and
- Set up MOT

5.7 Removing Debris

5.7.1 Debris on the Shoulder

Debris of any kind is a major concern to both FHP and the Turnpike Enterprise. Debris on the shoulder may, at first glance, appear to be innocent since it is not in the roadway. However, the potential for it to become a safety concern is increased because it can be hidden by the high grass that surrounds it and makes it invisible to the driver of the vehicle that pulls off the roadway. It can also be partially buried in the soil and shaken loose by the vehicle or by mowing machines. Not only can the debris damage the vehicle that pulls off the roadway but it can also be hurled into moving traffic by the mowing machine. Debris on the shoulder may also be blown back into the travel lanes becoming, a serious hazard.

While Roadway Maintenance crews are primarily responsible for looking for and removing debris, as an authorized agent of the Turnpike Enterprise, the Road Ranger Safety Service Patrol operator is also responsible for detection and removal of shoulder debris. Debris should be moved well off the roadway and, if possible, placed behind guardrail for removal by maintenance forces. If the debris is unmanageable, call the TMC for assistance.

Operator Guidance:

- Pull well off the roadway and correctly position the vehicle
- Notify the TMC with location and general description
- Use appropriate emergency lighting
- Keep personal safety a top priority
- If the debris cannot be removed, relocate it well off the roadway, behind guardrail if possible
- Call for assistance if needed
- Do not leave debris on the shoulder

5.7.2 Debris in a Travel Lane

When on patrol it is the responsibility of each Road Ranger Safety Service Patrol operator to understand the importance of debris removal, as well as how to perform the task safely. There is no set way to remove debris from the travel lane, since traffic volume and time day can play a part of how the debris will be removed.

Debris presents a real threat to the motoring public. Crashes frequently occur when vehicles either stop suddenly or make abrupt lane changes to avoid striking debris in the travel lanes. Removing debris from the travel lanes is a potentially dangerous activity and every precaution should be taken.

Operator Guidance:

- When objects/debris are discovered in the travel lanes, notify the TMC providing the exact location, which lane(s) are affected, and whether or not you can remove the debris unassisted or if back up will be required.
- Under no circumstances shall a Road Ranger Safety Service Patrol operator report the debris and continue patrolling without taking action to remove the debris.
- Always park upstream from debris. This practice will keep the debris from being struck and deflected into you or the Road Ranger Safety Service Patrol vehicle.
- If it is impossible to **safely** remove the debris, contact the TMC and request assistance from another Road Ranger Safety Service Patrol unit, Law Enforcement, and/or Turnpike Enterprise Roadway personnel and together remove the hazard/debris.
- If possible, remove the debris completely from the roadway system. If it cannot be removed, it should be placed well off the travel lanes to be picked up by the maintenance contractor at a later time. Alert the TMC for follow-up.
- Valuable items found on the interstate system should be turned into the Road Ranger Safety Service Patrol Manager, where the item will be tagged with date, and location found to be retained for 30 days. If not claimed within that time period, the article will be disposed of or turned over to FHP through established Turnpike Enterprise procedures.
- If while patrolling, an operator sees a truck spilling its load on the travel lanes, the operator should use the PA system to inform the offending driver that his load is being spilled and for him to pull over to the shoulder. If the driver refuses to stop, contact the TMC and give the location, type of material being spilled, direction of travel, license number, company name, etc. This information will be forwarded to law enforcement. Note: The Road Ranger Safety Service Patrol operator has no authority to make the truck pull over. In no case is the Road Ranger Safety Service Patrol operator to be involved in a pursuit.
- If a spilled load is a hazard to traffic, stop and begin clean up procedures. If the location is unsafe or the amount of debris too great, request assistance from other Road Ranger Safety Service Patrol units, law enforcement, and/ or Turnpike roadway personnel through the TMC.

6 State of Florida Laws and Administrative Policies or Agreements for Traffic Incident Management Guiding Road Ranger Safety Service Patrol Operations

6.1 Florida’s “Move It Law” Section 316

Crashed or disabled vehicles, when allowed to remain in the roadway, are a potential hazard to the traveling public as well as the occupants and responder. The secondary crash that can and does occur is usually more devastating than the first incident.

Florida’s Move-It-Law, F.S. 316.061(2), states that if a damaged vehicle is obstructing traffic, the responsible party should move it or seek assistance to move it so as not to block the regular flow of traffic. This statute is not without consequence. A nonmoving violation citation can be issued if the vehicle is not moved when it can be. (A copy of this statute is found in Appendix C.)

Ask the motorist to relocate the vehicle if it can be safely driven or offer assistance to relocate it to a safe location. If the vehicle is moved using the Road Ranger Safety Service Patrol vehicle, follow the guidelines for proper use of push bumpers or tow straps.

If safe relocation is not possible, contact the TMC and set up traffic controls.

Operator Guidance:

- First check for injuries and handle accordingly.
- Inform the motorist of Florida’s Move-It-Law and the possibility that a citation can be issued.
- Hand the motorist the informational card with the statute information.
- Encourage the motorist to relocate the vehicle or offer assistance to do so if the vehicle cannot be moved under its own power.
- Set up temporary traffic control if the vehicle cannot be relocated.

6.2 Florida’s “Open Roads” Policy

This policy agreement by FHP and FDOT clearly states the urgency given to clearing traffic incidents from Florida highways.

The Road Ranger programs operated by FDOT around the State of Florida are all committed to this policy and are becoming a major contributor to meeting the ‘Open Roads’ goals. A copy of the Open Roads policy can be found in Appendix A.

All Road Ranger Safety Service Patrol personnel need to become totally familiar with and utilize this policy and its guiding principles.

6.3 Vehicle Fluid Spill Guidelines

Incidents occur where vehicle fluids are spilled from ruptured fuel tanks or the vehicle's engine. The Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-Cargo) document covers just such spills. (A copy is found in Appendix B.) The guidelines cover spilled motor vehicle fluids such as engine oil, radiator fluid, hydraulic fluids, brake fluid and diesel or gas from the ruptured fuel tank.

The guidelines do not apply to the cargo being carried by the vehicle.

These guidelines allow for the mitigation of the non-cargo fuel spill without waiting for Fire-Rescue, Department of Environmental Management or any licensed clean-up agency.

Once the spill is identified as a vehicle fluid, it can be contained from spreading. Road Ranger Safety Service Patrol vehicles carry the necessary equipment to mitigate these spills and clean up the roadway.

Operator Guidance:

- Notify the TMC of the approximate number of gallons spilled (See Guidelines). The TMC will make proper notification to FHP and Roadway Maintenance.
- Identify the spill as vehicle fluid.
- Contain and limit the spill from spreading.
- Apply available absorbents.
- Pick up, bag and containerize for removal.
- Clean pavement.
- If at any time you do not feel safe in this process, seek assistance from the Fire-Rescue or other qualified personnel at the scene.

6.4 Liability Exemption for Road Ranger Safety Service Patrol Operators

Liability has long been an issue among all responders. The thought of being sued for damages has hindered some responders from moving the damaged or disabled vehicles from the roadway. This act can lead to more serious consequences than any thought of liability actions. Besides the congestion caused, the secondary incident that can occur can be devastating.

Florida now supports the responder in this area with Florida Statute 316.061(3). This statute has identified you, the Road Ranger Safety Service Patrol operator, as an "authorized agent of the department" and as such you are allowed to remove the damaged or disabled vehicle from the

roadway without being “considered at fault for any additional damage” that occurs to the vehicle. A copy of the statute is provided in Appendix D.

It is your duty as a Road Ranger Safety Service Patrol operator and authorized agent of the Department to relocate these vehicles in the interest of public safety.

6.5 Roadway Incident Scene Clearance (RISC) Program

Roadway Incident Scene Clearance (RISC) is a Turnpike Enterprise program developed to help FHP speed the process of clearing major incidents, most frequently large truck crashes. The RISC contractor is required to respond with a support truck in addition to two super heavy duty wreckers. This support truck has MUTCD required traffic control devices and should be used to upgrade the MOT set up by the Road Ranger Safety Service Patrol operator.

The Road Ranger Safety Service Patrol operator should, after checking in with the Incident Commander, leave the incident scene after additional or supplemental traffic controls are in place to patrol the queued traffic for possible secondary crashes or disabled vehicles. In some cases the Road Ranger Safety Service Patrol operator may leave his signs and cones in place and pick them up after the major incident is cleared.

In any case the Road Ranger Safety Service Patrol operator, the RISC personnel, the MOT contractor and the Turnpike Roadway staff all are part of a team and should work together, in some cases sharing responsibility as well as supplies.

Here is a summary of the RISC program:

This innovative program was developed to help the Turnpike reduce the impact of major traffic incidents and help meet the Florida’s Open Roads Policy goals of clearing the roadway in 90 minutes. The RISC plan is part of an overall program of Traffic Incident Management Enhancements (TIME) implemented by the Turnpike in 2003.

The major components of the RISC program are summarized below:

- It assures prompt, predictable response and 24/7 equipment availability
- The plan contains detailed specifications for 50-ton recovery wreckers with full sets of tools
- It requires a support vehicle with an extensive equipment array and full traffic control and vehicle fluid spill mitigation capability
- The agreement also requires other specialized heavy equipment like loaders, bobcats, tractors and trailers
- The operators must be fully trained and certified in heavy towing and recovery as well as MUTCD requirements
- The plan provides compensation for the following:
 - Emergency mobilization, arrival of three trucks and full team in 60 minutes 24/7
 - Clearing travel lanes in 90 minutes from ‘notice to proceed’
 - Additional payment for specialized heavy equipment
- By meeting the quick clearance goals the company will be paid a \$2500 incentive. An additional \$1000 is paid if other approved heavy equipment is utilized. There are also provisions for liquidated damages for poor performance, delay or failing to meet the 90

minute goal. The company is responsible for billing the owner of the wreckage for all towing and potential storage fees.

- The company forfeits any incentive payment after ninety minutes. If travel lanes are not open in three hours, damages are assessed at a rate of \$10 per minute until all lanes are open.
- There is an open ended invitation to participate. When the inspection and performance qualifications are met the Turnpike and the company negotiate the geographic zones they will cover. The program operates with joint participation of the Turnpike Enterprise and FHP Troop K.

6.6 Specialty Towing and Roadside Repair (STARR) Program

Florida's Turnpike Enterprise's (FTE) Specialty Towing and Roadside Repair Services Program (STARR) assists in meeting the goal of providing safe and quick clearance of traffic incidents by contracting with area tow companies to respond to Florida Highway Patrol (FHP) calls for incidents or motorist services. Contracted response times for light duty wreckers vary from 20 – 30 minutes in urban areas to 40 minutes in rural areas.

The STARR program, which began operations on June 15, 2009, provides fee-based light and medium duty towing and minor vehicle repairs on Florida's Turnpike Mainline, Homestead Extension, Sawgrass Expressway and the FTE-maintained section of the Beachline Expressway.

- Specific tow companies are authorized to provide this service with maximum customer rates and fees determined by FTE. In those counties where non-consensual tow maximum rates are lower than the FTE maximums, the county rates prevail.
- STARR Operators are certified by the Towing and Recovery Association of America (TRAA) and are trained to work safely under high-speed traffic conditions.
- STARR service vehicles and facilities are inspected to meet STARR specifications. Authorized STARR service vehicles can be identified by the Florida's Turnpike decal.
- Seven different vendors provide STARR service in the ten defined sectors.
- STARR vendors are selected through a competitive Request for Proposal (RFP) process.

As with the RISC program, the Road Ranger Safety Service Patrol operator and the STARR operator are part of the Incident Management Team and should work together to clear the roadway of crashes and disabled vehicles.

In the event that a Road Ranger Safety Service Patrol operator has a disabled vehicle that cannot be repaired and must be towed, the Road Ranger Safety Service Patrol operator is not to recommend a tow vendor, but should inform the customer that a Turnpike-authorized tow truck can be dispatched to the scene through FHP Dispatch by calling *347. If the customer chooses to use his or her own tow vendor or contact AAA for assistance, this is permissible, and if needed, the Road Ranger Safety Service Patrol operator is to provide the customer a cell phone to use for the call.

6.7 Traffic Incident Levels

The Traffic Incident Management Team in Florida and the Federal Highway Administration's Manual on Uniform Traffic Control Devices (FHWA MUTCD) have defined levels of traffic incidents based on the impact to traffic. This three level system is used to describe incidents on the Turnpike.

Many times a Road Ranger Safety Service Patrol unit is the first to respond to an incident. The prompt and accurate assessment of the scene is a critical function. Referring to **Traffic Incident Levels** will help the TMC staff make proper agency notifications and motorist information alerts.

Remember, this is an early assessment of the scene based on your experience and best judgment.

Traffic Incident Levels

Criteria for establishing Freeway Incident Levels Based on Traffic Impact

Level 1 (Minor)

Impact to the traveled roadway is estimated to be less than 30 minutes with no lane blockage or impact to the traveled roadway is estimated to be less than 30 minutes with minor lane blockage.

Level 2 (Intermediate)

Impact to the traveled roadway is estimated to be 30 minutes to 2 hours with lane blockages, but not a full closure of the roadway.

Level 3 (Major)

Impact to the traveled roadway is estimated to be more than 2 hours or the roadway is fully closed in any single direction. Significant area-wide congestion is expected.

6.8 Lane Numbering Convention

The travel lanes on the Turnpike are referred to by number. The farthest lane to the left or the lane nearest the median is Lane 1. (The break down lanes or shoulders are not considered travel lanes). The second lane from the left is Lane 2. The third lane from the left is Lane 3 and so on.

EXAMPLES:

Mainline Lanes:

Median | Left Shoulder | 1 | 2 | 3 | 4 | Right Shoulder





Mainline Lanes:

Barrier wall | 1 | 2 | 3 | Right Shoulder





Ramp Lanes:

Barrier wall | 1 | 2 | 3 | Barrier wall

6.9 Road Ranger Safety Service Patrol Multilingual Assistance Sheet

<p style="text-align: center;">FREE SERVICE</p>  <p style="text-align: center;">ENGLISH</p> <p>Dear Fellow Driver:</p> <p>It appears that you are having difficulty with your automobile and although I do not speak (Spanish) (Italian) (French) (German) (Portuguese) or (Creole) I would like to offer my assistance. Please check the appropriate sentence below, so I will know how I may assist you.</p> <p><input type="checkbox"/> (1) I am out of gas</p> <p><input type="checkbox"/> (2) I have a flat tire and I do not have a spare</p> <p><input type="checkbox"/> (3) My engine stopped and I do not know the cause</p> <p><input type="checkbox"/> (4) I need a tow truck</p> <p><input type="checkbox"/> (5) I need police assistance</p> <p><input type="checkbox"/> (6) I need an ambulance</p> <p><input type="checkbox"/> (7) I am without any difficulty</p>	<p style="text-align: center;">SERVICE LIBRE</p>  <p style="text-align: center;">FRENCH (Français)</p> <p>Cher camarade de route,</p> <p>Vous semblez avoir des difficultés avec votre voiture. Bien que je ne parle pas français, j'aurais bien voulu vous aider. Veuillez-vous attarder l'attention sur la liste ci-dessous et identifier l'article que vous convient.</p> <p><input type="checkbox"/> (1) Je n'ai plus d'essence.</p> <p><input type="checkbox"/> (2) J'ai un pneu plat et je n'ai pas des pièces de rechange.</p> <p><input type="checkbox"/> (3) Mon moteur est arrêté et j'ignore pourquoi.</p> <p><input type="checkbox"/> (4) J'ai besoin d'un camion de remorquage</p> <p><input type="checkbox"/> (5) J'ai besoin de l'aide de police</p> <p><input type="checkbox"/> (6) J'ai besoin d'une ambulance</p> <p><input type="checkbox"/> (7) Je n'ai pas des difficultés</p>
<p style="text-align: center;">SERVICIO GRATIS</p>  <p style="text-align: center;">SPANISH (Español)</p> <p>Estimado(a) conductor(a):</p> <p>Me parece que tiene problema con su carro, pero yo no hablo español. Por favor señale lo que necesite para poder ayudarle.</p> <p><input type="checkbox"/> (1) Se me acabó el combustible</p> <p><input type="checkbox"/> (2) Se me pinchó la llanta, y no tengo repuesto</p> <p><input type="checkbox"/> (3) Se paró el motor de mi carro y no se que tiene</p> <p><input type="checkbox"/> (4) Necesito un camion del remolque</p> <p><input type="checkbox"/> (5) Necesito ayuda de la policía</p> <p><input type="checkbox"/> (6) Necesito una ambulancia</p> <p><input type="checkbox"/> (7) No tengo ninguna dificultad</p>	<p style="text-align: center;">FREIER SERVICE</p>  <p style="text-align: center;">GERMAN (Deutsch)</p> <p>Es erscheint, dass Sie Schwierigkeit mit Ihrem Automobil haben, und, obwohl ich Deutsch nicht spreche, das ich meiner Hilfe anbieten möchte. Prüfen Sie bitte den passenden Satz unten, deshalb werde ich wissen, wie ich Ihnen helfen kann.</p> <p><input type="checkbox"/> (1) Ich bin aus Gas</p> <p><input type="checkbox"/> (2) Ich habe einen flachen Reifen und ich habe keinen Ersatzteil</p> <p><input type="checkbox"/> (3) Meine Maschine hat aufgehört und ich weiss die Ursache nicht</p> <p><input type="checkbox"/> (4) Ich brauche einen Abschleppen Lastwagen</p> <p><input type="checkbox"/> (5) Ich muss Hilfe reglementieren</p> <p><input type="checkbox"/> (6) Ich brauche einen Krankenwagen</p> <p><input type="checkbox"/> (7) Ich bin ohne irgendeine Schwierigkeit</p>

6.9 (Continued)

<p style="text-align: center;">SERVIZIO LIBERO</p>  <p style="text-align: center;">ITALIAN (Italiano)</p> <p>Caro Autista:</p> <p>Sembra che stiate avendo difficoltà con la vostra automobile. Non parlo italiano ma vorrei offrire la mia assistenza. Controlli prego la frase adatta qui sotto, in modo da saprò posso aiutarlo.</p> <p>__ (1) Sono da benzina __ (2) Ho una gomma piana e non ho parti di ricambio __ (3) Il mio motore bloccato ed io non conosco la causa __ (4) Ho bisogno di un camion di rimorchio __ (5) Ho bisogno dell'assistenza della polizia __ (6) Ho bisogno di un'ambulanza __ (7) Sono senza alcuna difficoltà</p>	<p style="text-align: center;">SERVIÇO LIVRE</p>   <p style="text-align: center;">PORTUGUESE (Portuguese)</p> <p>Caro Motorista:</p> <p>Parece que você está tendo a dificuldade com seu automóvel. Eu não falo o português mas gostaria de ajudá-lo. Por favor, leia as sentenças abaixo e indique qual é a mais propria para o seu caso, para que eu possa saber como ajudá-lo.</p> <p>__ (1) Eu estou sem gasolina __ (2) Meu pneu está furado e eu não tenho sobressalentes __ (3) Meu motor parou e eu não sei porque __ (4) Eu preciso de um caminhão do reboque __ (5) Eu preciso de ajuda da policia __ (6) Eu preciso de uma ambulância __ (7) Eu não preciso de ajuda</p>
<p style="text-align: center;">SERVICE LIBRE</p>  <p style="text-align: center;">Créole/Kreyòl</p> <p>Chè Chofè</p> <p>Ou gen problem avek machine-la? Malgré mwen pa palé kréyòl, mwen ta renmen édé-ou. Sou plé, gadé lis amba-a é chwazi ki problem ou genyen.</p> <p>__ (1) Mwen pa gen gaz __ (2) Karochou machin-n la plat é mwen pa gen déréchanj __ (3) Motè machin-n la kampé é mwen pa konnen pou ki sa __ (4) Mwen bezwen yon gwo kamyon pou alé-m __ (5) Mwen bezwen èd polis __ (6) Mwen bezwen yon anbilans __ (7) Mwen pa gen anken-n problem</p>	<p style="text-align: center;">ADDITIONAL LANGUAGES AS NEEDED</p>

7 SLERS Operation Quick Reference

Florida's Turnpike Safety Patrol Statewide Law Enforcement Radio System (SLERS) 800 MHz

Turnpike Safety Patrol Default Settings:

Talk Group Bank: B (17 – 32)
Talk Group: Ch. 9 Primary
Ch. 10 Secondary
Talk Group Name: D-RR8-1 Primary (ch. 9)
D-RR8-2 Secondary (ch. 10)
Interagency Talk Group: IA-WPB-1 (ch. 15)
IA-WPB-2 (ch. 16)

Romeos 1 – 12 Scan List:

Troop K – Miami	TPK-PAT 1
Troop K – West Palm	TPK-PAT 4
Troop K - Orlando	TPK-PAT 6
Interagency	IA-WPB-1
Interagency	IA-WPB-2

Lock/Unlock the Keypad

Portable: Press the ENTER key (M) and then top-side button

Change Systems/Tower Name

SEARCH the Vicinity for the Closest Tower Site

1. Press the SYS #1 button on the keypad two times
2. Press ENTER
3. Press the Up Arrow and keep scrolling while thinking ... Am I closer to Ft. Myers or Tampa? (IE)
4. Select your Geographic area, then Press ENTER
5. Wait 1-2 minutes, the radio should lock on
6. Check the System/Tower Preface to confirm you are in the locally dispatched area. If not scroll up or down to locate.

Change Systems/Tower Name

Manual Scroll through the list

1. Scroll up or down through the list.
2. Press ENTER to select the Tower

Change Banks

A = 1-16, B = 17-32, C = 33-48, D = 49-64

1. Press the GRP key ("2" key on keypad)
2. Press the UP or DN ARROW key to select new bank
3. Press ENTER to lock in the new bank
4. Turn Group Select Knob to desired TalkGroup

Declare an Emergency

1. Press the red EMERGENCY button ½ second.
2. "TXEMER" appears in the display
3. Start talking; Microphone is HOT for 8 seconds.
4. Use PTT button to make additional transmissions or to take control of the PTT.



General Tips:

- ENTER = ROUND M

TOP LINE of Display is System/Tower Name or Incoming LID.
BOTTOM LINE of Display is the Talkgroup Name.

Different Dispatch Areas use a different Preface in front of the System/Tower Name at shared tower sites.

Example T1-QINCY or T2QINCY

Change the System/Tower to the locally used System/Tower Name as you travel into other dispatched areas.

Scan List: Add or Delete:

1. Make sure Scan is turned off by pressing the SCN key

The rotating Triangle means scan is on.

2. Rotate Talkgroup knob through the Talkgroups
3. III in the display indicates that Talkgroup is in Scan
4. Press DEL to remove it from the scan list
5. Press ADD to add it to the scan list
6. Continue turning knob to move to the next Talkgroup
6. Change Banks to get to all possible Talkgroups

Don't Forget to Turn Scan Back on.

Scan List: Nuisance Delete:

Press DEL once while receiving traffic on the Talkgroup you want to temporarily delete from scan.

Nuisance Deleted Talkgroups will be added back to your scan list when radio power is cycled or you add them back.

Backlight ON or Off


- 1) Press Menu twice
- 2) Arrow up or down to toggle on -- off.

Mutual Aid

NOTE: Record SYS # and Group # before you "go" to MA.

1. Press the SYS Key
2. Press 1
3. Press ENTER
4. Down Arrow one time
5. Press Enter
6. MA XXX should be in the display
7. Turn to MA CALL for first Contact
8. Turn to MA TAC 1 through 4 as directed/assigned
9. MA TAC 1TLK through 4TLK are Talkarounds/Direct
10. Return to Normal Ops by entering in Data from NOTE

8 Communications Guidelines Quick Reference



Communications Guidelines

What info to call in on 800 MHz radio:

- Event Type
- Location
- Direction

When to choose “Depart”:

- Crashes
- Abandoned Vehicles

If Road Ranger rolls up on a crash:

- Inform the TMC over the radio
- If not already dispatched: The TMC will start the event and put you on scene
- If already dispatched to another event: The TMC will cancel that dispatch and start the new event

Information to enter on the laptop:

- Location/Direction
- Event Type
- Road Ranger arrival/departure
- Vehicle Descriptions
- Activity Types

U-Turn Policy for Lane Blocking Event:

- MP 153 to MP 236 and 275-308;
 - Requested by Law Enforcement (for lane blockage) OR
 - Directed and assisted by Law Enforcement personnel
- MP 0-152 and MP 237-274
 - Directed and assisted by Law Enforcement personnel

Road Ranger Safety Service Patrol

Disqualifying Criteria

Appendix “F”

1. The applicant has been convicted of a felony offense.
2. The applicant is currently on probation for any felony offense or has felony charges pending.
3. The applicant has been convicted of a misdemeanor offense involving any type of theft, violence or drug offenses within the past three years.
4. The applicant's driver's license is currently suspended or revoked for any reason.
5. The applicant has been convicted of a crime involving domestic violence or currently has a restraining order involving domestic violence or threats.
6. The applicant has been arrested for any charge involving resisting arrest, battery, or assault on a law enforcement officer.
7. The applicant has a pending warrant for any criminal offense.
8. The applicant is illegally residing in or is not approved to work in the United States.
9. At the discretion of the Joint Task Force (JTF) Security Manager based on any other adverse information regarding the applicant.
10. The applicant is listed as a Sexual Offender/Predator.
11. The applicant has more than two (2) convictions for driving under the influence.

(These criteria were adopted from the Joint Task Force on State Agency Law Enforcement Communications security procedures.)

Road Ranger Safety Service Patrol Team

Patrol Zones

Appendix “G”

The table below illustrates:

- Zone type, coverage areas and hours, and
- Proposed vehicle type.

The vehicle mix, coverage area and hours of coverage may be adjusted by FTE to match operational needs, budget, and service hour rates.

The prospective Vendor is encouraged to propose new patrol zones, hours and/or vehicle mix to best serve FTE customers. FTE may or may not accept any proposed zones, hours and/or vehicle mix.

Notes:

- Zone 1 Express Lane Corridor Coverage is expected to be implemented on/about April 1, 2018.
- Zones 14, 15 and 16 are expected to be implemented on/about September 9, 2018
- There is no patrol coverage on the Sawgrass Expressway from 10 pm to 6 am (Zone 6). 24/7 response is from Zone 5 or Zone 7 units.
- There is no patrol coverage between MP 144 and MP 184 from 10 pm to 6 am (Zone 9).
- There is no patrol coverage between MP 272 and MP 308 from 10 pm to 6 am (Zone 13).
- There is no patrol coverage of SR 408, SR 417, SR 429, or SR 528 from 10 pm to 6 am (Zones 14-16).

Zone	Vehicle Type	Coverage Area	Zone Miles	Hours	Hours per Week
1	Tow (EL – Patrol)	HEFT MP 0 – MP 19 (Effective on/about 04/01/18)		6 am - 10 pm x 7	112
	Flatbed Wrecker (EL - Stage)				112
	Incident Response (EL - Stage/Roam)				112
1	Tow	HEFT MP 0 – MP 19	19	24x7	168
2	Tow	HEFT MP 16 – MP 35	19	24x7	168
3	Incident Response	HEFT MP 29 – MP 49	20	24x7	168
4	Tow	Spur 0X – 4X Mainline MP 43– MP 58	19	6 am - 10 pm x 7	112
5	Tow	Mainline MP 53 – MP 69 (Extend patrol to MP 71 and response only to Sawgrass when Zone 6 is off)	16 (22)	24x7	168
6	Pickup	Sawgrass Expressway and Mainline MP 65 – MP 75	33	6 am - 10 pm x 7	112
7	Tow	Mainline MP 75 – MP 100 (Response only to Sawgrass when Zone 6 is off)	25	24x7	168
8	Tow	Mainline MP 100 – MP 144	44	6 am - 10 pm x 7	112
9	Pickup	Mainline MP 144 – MP 184	40	6 am - 10 pm x 7	112
10	Incident Response	Mainline MP 184 – MP 229	45	24x7	168
11	Tow	Mainline MP 229 – MP 263	34	6 am - 10 pm x 7	112
12	Tow	Mainline MP 249 – MP 272 SR 408 MP 0 – MP 1 (Effective on/about 09/09/18)	24	24x7	168
13	Pickup	Mainline MP 272 – MP 308	36	6 am - 10 pm x 7	112
14	Tow	SR 417 MP 37 – MP 55 (Effective on/about 09/09/18)	26	6 am - 10 pm x 7	112
15	Tow	SR 528 MP 0 – MP 8 (Effective on/about 09/09/18)	8	6 am - 10 pm x 7	112
16	Tow	SR 429 MP 0 – MP 11 SR 417 MP 0 – MP 6 (Effective on/about 09/09/18)	20	6 am - 10 pm x 7	112

Road Ranger Safety Service Patrol

Vehicle Equipment Requirements

Appendix “H”

1 Equipment

Each Road Ranger Safety Service Patrol vehicle shall be equipped with the following items:

Equipment	Pickup	Tow Truck	IRT	Flatbed
Towing straps, nylon, with hooks and clevis	One (1) ea. 10,000 lb.	One (1) ea. 10,000 lb., One (1) ea. 24,000 lb.	One (1) ea. 10,000 lb.	One (1) ea. 10,000 lb. One (1) ea. 24,000 lb.
Motorcycle tie-down straps		One (1) set		One (1) set
Eight-point tie-down straps for low-ground-clearance cars				One (1) set
Rear work lights	√	√	√	√
360 degree rotating spotlight or equivalent work lights	√	√	√	√
Power outlets (“hot boxes”, “booster outlets” or equivalent), front and rear-mounted, compatible with 12-volt booster cables.	√	√	√	√
Suitable functioning cab lighting.	√	√	√	√
Roof-mounted, light bar, front to rear controllable, front amber/yellow and rear amber/yellow/red flashing lights only. The use of white, blue or other color flashing lights is prohibited.	√	√	√	√

Equipment	Pickup	Tow Truck	IRT	Flatbed
FDOT and FTE-approved arrow board meeting Manual on Uniform Traffic Control Devices (MUTCD) Type B specifications or FDOT and FTE-approved truck mounted dynamic message sign. Mounted atop the cab above the roof-mounted light bar. In-cab remote actuation and programming. Device shall be capable of manual raising and lowering should power actuation fail.	Arrow Board	Arrow Board	Dynamic Message Sign	Arrow Board
Public Address (PA) System, 100-watt min	√	√	√	√
Frame mounted trailer hitch or wheel lift pintle hook adapter with combination ball and pintle hook, 5,000 lb. minimum.	√	√	√	√
Trash can, 5-gallon	One (1) each	One (1) each	Two (2) each	One (1) each
Trash can, 32-gallon min.	One (1) each			
Trash bags, heavy duty contractor grade, 30 gal.	1 box or 10 each	1 box or 10 each	1 box or 10 each	1 box or 10 each
Funnels, multi-purpose with flexible spouts.	Two (2) each	Two (2) each	Two (2) each	Two (2) each
Wood blocks, oak, nominal		Two (2) ea. 2x4x16" Two (2) ea. 4x4x16" One (1) ea. 4x6x48"	Two (2) ea. 2x4x16" Two (2) ea. 4x4x16" One (1) ea. 4x6x48"	Two (2) ea. 2x4x16" Two (2) ea. 4x4x16" One (1) ea. 4x6x48"
Wheel chocks or wood wedges, oak	2 ea. 4x6x16"	2 ea. 4x6x16"	2 ea. 4x6x16"	2 ea. 4x6x16"
Tow ramps for low ground clearance vehicles				One (1) pair
Approved advance warning signs; 48", reflectorized, MUTCD compliant, roll-up, fabric signs with black legend and border on fluorescent pink background. Legends (to be approved by FTE) may include EMERGENCY SCENE AHEAD, BE PREPARED TO STOP, INCIDENT AHEAD, etc.	Two (2) each		Four (4) each	
Folding aluminum sign support stands for 48" fabric signs	Two (2) each		Four (4) each	
Stop/Slow paddle meeting MUTCD requirements	One (1) each		One (1) each	

Equipment	Pickup	Tow Truck	IRT	Flatbed
Traffic cones, FDOT-approved, 36-inch reflectorized.	Twenty (20) each	Sixteen (16) each	Thirty-two (32) each	Ten (10) each
Dolly, folding, for carrying stacked traffic cones			One (1) each	
Hydraulic floor jack, capable of lifting passenger vehicles, 3-ton minimum.	One (1) each	One (1) each	One (1) each	One (1) each
Air compressor with reservoir capable of inflating tires and operating an impact wrench. Compressor may be engine mounted, electric, or remote engine powered.	√	√	√	√
Hoses and fittings to tire valve stems	√	√	√	√
Booster cables, 2-gauge copper wire minimum with heavy-duty clamps and one end adapted to the Safety Patrol vehicle's power outlets, minimum 25 ft.	One (1) set	One (1) set	One (1) set	One (1) set
Battery booster jumper pack			One (1) each	
Extension cords, 3-wire, 50 ft.			Two (2) each	
Debris/leaf blower, handheld or backpack, 150 mph min.			One (1) each	

2 Tools

Each Road Ranger Safety Service Patrol vehicle shall carry the following tools:

Tool	Pickup	Tow Rig	IRT	Flatbed
Shovels				
Square-end, D-handle spade	One (1) each	One (1) each	One (1) each	One (1) each
Round-end, long handle	One (1) each	One (1) each	One (1) each	One (1) each
Coal or grain			One (1) each	
Street broom, 24"	One (1) each	One (1) each	One (1) each	One (1) each
Lug wrenches to fit all vehicles, 4-way	One (1) each metric One (1) each SAE	One (1) each metric One (1) each SAE	One (1) each metric One (1) each SAE One (1) each truck sizes	One (1) each metric One (1) each SAE
Hub cap and wheel lock removal kit	One (1) each		One (1) each	
Emergency lug nut removal set	One (1) each		One (1) each	
Hub cap tool	One (1) each	One (1) each	One (1) each	
Spare Tire Removal Kit (SUV/pickup)	One (1) each	One (1) each	One (1) each	
Wrecking bar, 30" minimum	One (1) each		One (1) each	One (1) each
Air operated impact wrench, or electric impact wrench with self-contained battery, with socket sets to fit all vehicles (metric and standard).	One (1) set metric One (1) set standard	One (1) set metric One (1) set standard	One (1) set metric One (1) set standard	One (1) set metric One (1) set standard
½" Breaker bar, 24"			One (1) each	
Bolt cutters, 24 inch or larger	One (1) pair	One (1) pair	One (1) pair	One (1) pair
Toolbox containing the following tools:				
Screw Drivers				
Standard 1/8, 3/16, ¼ and 5/16 Inch	One (1) each	One (1) each	One (1) each	One (1) each
Phillips head #1 and #2	One (1) each	One (1) each	One (1) each	One (1) each
Star driver (Torx bit)	One (1) set	One (1) set	One (1) set	One (1) set
Pliers				
Needle nose	One (1) pair	One (1) pair	One (1) pair	One (1) pair
Adjustable rib joint, 2-inch min. capacity	One (1) pair	One (1) pair	One (1) pair	One (1) pair
Wire cutters	One (1) pair	One (1) pair	One (1) pair	One (1) pair

Tool	Pickup	Tow Rig	IRT	Flatbed
Adjustable wrenches				
8 inch	One (1) each	One (1) each	One (1) each	One (1) each
12 inch	One (1) each	One (1) each	One (1) each	One (1) each
Open end and box wrenches, complete set	One (1) each metric One (1) each standard	One (1) each metric One (1) each standard	One (1) each metric One (1) each standard	One (1) each metric One (1) each standard
Five-pound hammer	One (1) each	One (1) each	One (1) each	One (1) each
Sledge hammer, 8 lb.			One (1) each	
Axe			One (1) each	
Steel tamper, 8"x8" blade minimum			One (1) each	
Rubber mallet	One (1) each	One (1) each	One (1) each	One (1) each
Electrical tape (20 yards)	One (1) roll	One (1) roll	One (1) roll	One (1) roll
Duct tape (20 yards)	One (1) roll	One (1) roll	One (1) roll	One (1) roll
Tire pressure gauge	One (1) each	One (1) each	One (1) each	One (1) each
Mechanic's wire (25-foot roll)	One (1) roll	One (1) roll	One (1) roll	One (1) roll
Rope, ½", (50 ft.)	One (1) each	One (1) each	One (1) each	One (1) each
Chain, Grade 8 alloy safety and working chains, assortment of hooks and clevis, suitable to application		One (1) set	One (1) set	One (1) set
Flashlight/traffic wand, heavy duty with spare batteries.	One (1) each	One (1) each	One (1) each	One (1) each
Cellular phone with camera	One (1) each	One (1) each	One (1) each	One (1) each
Binoculars	One (1) pair	One (1) pair	One (1) pair	One (1) pair
USDOT Emergency Response Guidebook (supplied by FTE)	One (1) each	One (1) each	One (1) each	One (1) each
Clean shop rags, paper towels, or equivalent	√	√	√	√

3 Expendables

Each Road Ranger Safety Service Patrol vehicle shall carry the following expendable items:

Expendable	Pickup	Tow Rig	IRT	Flatbed
Diesel fuel in labeled and approved safety cans or tanks with flash arresting screen, spring-closing lid and spout cover	Ten (10) gallons	Five (5) gallons	Ten (10) gallons	Five (5) gallons
Gasoline in labeled and approved safety cans or tanks with flash arresting screen, spring-closing lid and spout cover	Ten (10) gallons	Five (5) gallons	Ten (10) gallons	Five (5) gallons
Motor oil, SAE 30	Three (3) quarts	Three (3) quarts	Three (3) quarts	Three (3) quarts
First aid kit (First Responder Kit, fully stocked)	One (1) Kit	One (1) Kit	One (1) Kit	One (1) Kit
Fire extinguishers. If seal is broken, unit shall be tested, resealed and certified	Two (2) 10-lb ABC	Two (2) 10-lb ABC	One (1) 10 lb. CO ₂ , One (1) 10 lb. ABC, One (1) 2.5-gallon pressurized water	Two (2) 10-lb ABC
Radiator water in labeled two and one-half (2.5) gallon container(s)	Four (4) each	One (1) each	Four (4) each	One (1) each
Highway wet flares, 30-minute burn (min. quantity)	Thirty-six (36) each	Twenty-four (24) each	Thirty-six (36) each	Twenty-four (24) each
Absorbent material for liquid spills	Two (2) bags or ten (10) gallons minimum	Two (2) bags or ten (10) gallons minimum	Six (6) bags or thirty (30) gallons minimum	Two (2) bags or ten (10) gallons minimum
Vehicle Spill Kit including:				
PND putty (10 oz.) or equivalent	One (1) each	One (1) each	One (1) each	One (1) each
Spill pads, 15"x18" min.	Fifteen (15) each	Fifteen (15) each	Thirty (30) each	Fifteen (15) each
Spill poly socks, 4'	Three (3) each	Three (3) each	Six (6) each	Three (3) each
Catch basin covers (mud flaps acceptable)			Two (2) each	

Expendable	Pickup	Tow Rig	IRT	Flatbed
Cold patch (supplied by FTE)			One (1) each	
Assorted bungees	One (1) set	One (1) set	One (1) set	One (1) set
Drinking water in individually sealed bottles, minimum 16 ounces, chilled.	Twelve (12) bottles	Twelve (12) bottles	Twelve (12) bottles	Twelve (12) bottles
Comment cards	Fifty (50) each	Fifty (50) each	Fifty (50) each	Fifty (50) each

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



ATTACHMENTS

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

ATTACHMENT "A"

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF CONTRACT COMPLETION

Contract Number _____

FPI Nos. 41145117802

Project Description _____

Contractor _____

Contract For: Road Ranger Safety Service Patrol

Contract Date _____ **Total Amount \$** _____

CONTRACTOR'S AFFIDAVIT

I solemnly swear and affirm: That the work under the above named contract and all amendments and supplements thereto have been completed in accordance with the requirements of said contract; that all costs incurred for equipment, materials, labor, and services against the project have been paid; that no liens have been attached against the project; that no suits are pending by reason of work on the project under the contract; that all Worker's Compensation claims are covered by Worker's Compensation insurance as required by law; that all public liability claims are adequately covered by insurance, and that the Owner shall save, protect, defend, indemnify, and hold the Department harmless from and against any and all claims which arise as a direct or indirect result of any transaction, event or occurrence related to performance of the work contemplated under said contract.

(Signature), Owner, Vice President, President or other Designated Officer (Corp. Resolution)

(Title)

(Corporate Seal)

STATE OF _____

COUNTY OF _____

The foregoing affidavit was acknowledged before me this _____ day of _____, 20____

by _____, on behalf of the Vendor. He/She is personally known to me or has
(Print / Type Name of Person Signing Above)

produced _____, as identification.
(Type of Identification)

Notary Public: _____
(Signature)

(Notary Stamp)

Type/Print Name: _____

* If person signing for the Business is someone other than the Owner, Vice President or President, a copy of the Corporate Resolution granting signature authorization must be furnished in the bid package.

CERTIFICATION MUST BE ATTACHED TO THE FINAL INVOICE

ATTACHMENT "B"
CERTIFICATION
DISBURSEMENT OF PREVIOUS PAYMENTS

Date: _____, 20__

Contract No.: _____

Financial Project No. 41145117802

Contract For: Road Ranger Safety Service Patrol

To release payment for all work performed in the Month of, _____ 20__

(State)

(Zip)

As prime contractor for the above referenced contract, hereby certifies that all subcontractors, laborers, and material suppliers having an interest in this contract have received their pro rata share of all previous payments made by the Department for all work completed and materials and equipment furnished in the previous period.

(Name of Business)

(Signature) Owner, President, Vice President or Designated Officer (Corp. Resolution)*

(Address)

(Print/Type Name)

(City)

(Title)

*If person signing for the Business is someone other than the Owner, President, or Vice President a copy of the Corporate Resolution granting signature authorization must be attached to form.

CERTIFICATION MUST BE ATTACHED TO INVOICE

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



EXHIBIT "B"

METHOD OF COMPENSATION

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

Road Ranger Safety Service Patrol

Method of Compensation

Exhibit "B"

1 General

Unless otherwise specified, all personnel, supervision, expertise, training, vehicles, technical computerized equipment, communications devices, equipment, tools, materials, maintenance, parts, licenses, expendables, supplies and incidentals necessary to provide the Road Ranger Safety Service Patrol Services is included in the negotiated hourly rate. There shall be no additional charge or expense to Florida's Turnpike Enterprise except as otherwise specified in Exhibit "A," Scope of Services or Exhibit "B," Method of Compensation.

2 Invoicing

2.1 *Format*

The Vendor shall submit monthly invoices in a format acceptable to FTE.

The Vendor shall include all Road Ranger Safety Service Patrol operations logs, reports, and supporting documentation as described herein, relevant to the period associated with a given invoice.

The invoice shall list documented FTE approved training charges on a separate line, indicating the date, time and nature of the training, along with the Road Ranger Safety Service Patrol staff in attendance and subject to this invoice line item.

The invoice shall list FTE authorized extended response hours and charges on a separate line, indicating the date, time, and SunGuide incident report number.

The invoice shall list all hourly reductions for deficiencies or lack of service provided.

FTE may, at any time, make changes to the format or procedures required for invoice submittals.

FTE may withhold some or all of the payment for a given invoice if, in the judgment of FTE, the Vendor has not fulfilled all requirements of this Agreement during the invoicing period.

2.2 *Fuel Cost Adjustment*

FTE recognizes the volatility of fuel prices and the difficulty inherent in attempts to predict fuel costs and recognizes it is in the best interests of both FTE and the Vendor to establish an initial base fuel price and, if necessary, make periodic adjustments during the term of the Agreement. FTE is, therefore, establishing a "Fuel Cost Adjustment" in this Agreement that will have the following effects:

When fuel prices increase, within the formula parameters, the Vendor will be reimbursed for the increased costs.

When fuel prices decrease, within the formula parameters, the reimbursement to the Vendor will be lowered accordingly.

2.2.1 Base Fuel Prices

The base fuel price for this Agreement is as follows:

Gasoline - \$ 2.25 per gallon.

Diesel Fuel - \$ 2.50 per gallon.

The base usage per vehicle/per hour for this agreement is:

Pickup, Wrecker (patrolling) - 2.0 gallons per hour.

IRT/Flatbed (roving/staged) - 1.0 gallon per hour.

The base per vehicle/per hour usage may be recalculated by FTE at any time, however the decision to do so is solely FTE's. Factors for recalculation may include demonstrated mileage and idle rates, as reviewed and approved by FTE.

2.2.2 Monthly Fuel Cost Review

FTE will review fuel prices monthly to determine if there is a significant change (+/-5%) in the base price of fuels. The calculation will be done separately for Gasoline and Diesel Fuel.

2.2.3 Method of Computation

FTE price adjustments due to fuel cost increases or decreases shall utilize the Federal Government's Official US Energy Information Administration website (www.eia.doe.gov). The weekly prices are listed on the webpage, " Lower Atlantic (PADD 1C) Gasoline and Diesel Retail Prices" in the categories of "Gasoline – All Grades>Regular>Conventional Areas" and "Diesel (On-Highway) – All Types".

This information is currently found at:

http://tonto.eia.doe.gov/dnav/pet/pet_pri_gnd_dcus_r1z_w.htm

The report publishing prices as of the second Monday of each month will be used to determine the price adjustment (if any) for that month. This will establish the current price for the month.

The current price will be compared to the Agreement base price. If the price has not changed by more than five percent (5%) in either direction from the Agreement base price, there will be no adjustment in the hourly rate. If the change is greater than five percent (5%) (+/-), FTE will implement the fuel adjustment.

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

Example:

\$2.65 per gallon (new price) - \$2.50 per gallon (Diesel base price) = \$0.15 per gallon difference.

$\$0.15/\$2.50 = 6.0\%$ which is $>5\%$ so it qualifies for adjustment.

$\$0.15$ (adjustment amount) * 2.0 (gallons per hour/per vehicle-patrol) = \$0.30 adjustment per hour.

Sample monthly invoice amount for a total of 1,400 hours * \$0.30 (adjustment per hour) = \$420.00 fuel adjustment for the month.

Should the new price be lower than the base price by more than five percent (5%), the calculated amount will be deducted from the monthly invoice to reflect the lower operating costs.

No adjustment will be made for Safety Patrol vehicles during Training hours.

Appropriate calculations will be made for alternative fuels with the approval of FTE.

2.3 Contractor Non-Performance Invoice Reductions

It is recognized that this agreement is a "Performance Based" agreement in which the Vendor's performance and compliance with the Scope of Services shall be evaluated periodically by FTE.

On occurrences on which the Vendor does not meet or exceed the performance standards established herein, FTE shall reserve the right to assess the Vendor "Compensatory Adjustments" that shall be deducted from the monthly Vendor invoice.

Non-Compliance with agreement terms, conditions or specification as detailed in agreement documents and scope of services shall result in a monetary reduction of the monthly payment to the vendor for services or the termination of the agreement and shall be at the discretion of FTE.

The infractions that shall activate the invoice payment reductions for compensatory adjustments shall include, but are not limited to:

A. Tampering, removing, disengaging, disabling or otherwise inoperable AVL (GPS) components - \$500 per occurrence/per day until operational.

B. Unauthorized Sponsorship - \$500 per day until the sponsorship is removed from display.

C. Not disposing of debris in legal manner - \$250 per occurrence.

D. Failure to turn in FTE-issued Identification Card when employee terminates employment - \$250 per occurrence.

E. Improperly licensed driver - \$150 per occurrence and driver must be removed from service until properly licensed.

F. Not providing proof from a licensed medical practitioner that all Operators are drug-free in accordance - \$100 per occurrence/per operator.

G. Safety violation by Operator/Driver (examples: not wearing Class 3 high-visibility apparel, not using safety equipment, careless operation of the vehicle, failure to use proper traffic control devices, etc.) - \$100 per occurrence.

H. Loss of Identification Card - \$100 per occurrence.

I. Vehicles not equipped with vehicle logos or other required markings - \$100 per occurrence/per day.

J. No or inoperable cellular telephone cellular phone - \$100 per occurrence/per day.

K. Unauthorized leave of Road Ranger Safety Service Patrol Vehicle from Zone - \$100 per occurrence.

L. Sleeping on Duty - \$100 per occurrence/per day.

M. Not deploying the backup vehicle within one (1) hour from the breakdown of the regular vehicle -\$100 per occurrence and in combination with number Exhibit A Section 13.1.5, \$50 per hour until the vehicle is made available.

N. If at any time a Road Ranger Safety Service Patrol Vehicle and Operator are unavailable for routine zone Patrol - \$100 per hour, for each hour service is not provided.

O. Failure to comply with training requirements as specified in this agreement - \$50 per day/per employee for each day out of compliance.

P. Zone not covered during shift change in excess of twenty (20) minutes - \$50 per occurrence per zone/per shift.

Q. Failure to have specified equipment or other specified items on truck, including current and valid truck inspection form, (per truck, per incident) - \$50 per occurrence/per day.

R. Not maintaining the interiors and exteriors of Road Ranger Safety Service Patrol Vehicles neat and clean, as described in this Agreement - \$50 per occurrence/per day.

S. Not submitting documentation of monthly Road Ranger Safety Service Patrol Vehicle Inspections - \$50 per occurrence.

T. Incomplete Road Ranger Safety Service Patrol Operations Logs - \$50 per occurrence/per day.

U. Improper uniform - \$50 per occurrence/per day.

V. Not taking action after being notified of reoccurring or repeated instances of inappropriate or disruptive behavior, or an uncooperative or insubordinate Operator or Supervisor - \$50 per day.

The reduction in payment as described herein on some infractions shall continue to be applied daily until the Vendor complies with the terms and conditions of the agreement.

It shall be the Vendor's responsibility to notify FTE when in compliance.

Application of compensatory adjustments shall not waive FTE's right to terminate the Agreement in the interest of FTE.

**FLORIDA DEPARTMENT OF
TRANSPORTATION**



EXHIBIT "C"

PRICE PROPOSAL

RFP-DOT-17/18-8001-RM

ROAD RANGER SAFETY SERVICE PATROL

FLORIDA'S TURNPIKE ENTERPRISE

41145117802

**ROAD RANGER SAFETY SERVICE PATROL
 EXHIBIT "C"
 PRICE PROPOSAL**

Formula:(FOR FILLING IN PRICE PROPOSAL PAY ITEM): **QUANTITY OF ITEM X (times) THE UNIT RATE (\$) = TOTAL COST (\$)**

PAY ITEM NO.	DESCRIPTION OF ACTIVITY	UNIT OF MEASURE	ESTIMATED ANNUAL QUANTITY OF HOURS	UNIT RATE	PAY ITEM TOTAL
1.	RRSSP Pickup Truck, (Patrolling) including operator and all associated costs	Hour	17,450	\$ _____ . ____	\$ _____ . ____
2.	RRSSP Tow Truck, (Patrolling) including operator and all associated costs	Hour	73,920	\$ _____ . ____	\$ _____ . ____
3.	RRSSP Flatbed Wrecker, (Staged) including operator and all associated costs	Hour	5,040	\$ _____ . ____	\$ _____ . ____
4.	RRSSP Incident Response Truck, (Staged/Roving) including operator and all associated costs	Hour	22,512	\$ _____ . ____	\$ _____ . ____

Name of Company or LLC _____

Total Amount of Pay Item Nos. 1 – 4: \$ _____ . ____

**ROAD RANGER SAFETY SERVICE PATROL
EXHIBIT "C"
PRICE PROPOSAL**

The undersigned has completed and is returning the following documents as part of its Proposal Package and understands that failure to return any of these documents fully completed may cause rejection of the Proposal.

The following forms must be completed and submitted by the bid due date and time, in order for the Proposal to be responsive:

___ Price Proposal :

The following documents SHOULD be included in the Proposal Package, but in any case, MUST be submitted prior to posting of the intended award of the Contract:

___ All forms supplied with the bid package (Forms 1 thru 5). Be certain to fill in all the blanks on the forms supplied; do not leave any blank lines on the forms.

Name of Firm: (Print) _____ Federal I.D. No: _____

Mail Address _____ Certified MBE: yes ___ No ___

Street Address _____ Certified DBE: yes ___ No ___

City _____ County _____ State _____ Zip _____ - _____

Phone Number () _____ - _____ Fax No.() _____ - _____ Internet e-mail Address _____

Authorized Signature _____ Title _____
Name (Owner, President, Vice President, or Designated Officer in Corp. Resolution)*

Print/Type Name Mr. ___ Ms. ___ Date _____, _____, 2017

Emergency Contact Information: _____ Title _____

Phone No. () _____ - _____ Fax No.() _____ - _____ Beeper No. () _____ - _____

Emergency Contact Information: _____ Title _____

Phone No. () _____ - _____ Fax No.() _____ - _____ Beeper No. () _____ - _____

* If signature is other than as listed, then the person signing for the firm, must be authorized to do so in the company Corporation Resolution. If this is the case then a copy of the Corporation Resolution shall be furnished along with the bid package.