

# ATTACHMENT "A"

## **Standard Operating Guidelines (SOG)**

DISTRICTWIDE SEVERE INCIDENT RESPONSE VEHICLE (SIRV) SERVICES

# **Standard Operating Guidelines**

## **Section 5.0 – SIRV OPERATIONS**



**Florida Department of Transportation District Four**  
(Broward, Palm Beach, Martin, St. Lucie, and Indian River Counties)

**Smart SunGuide**  
**Regional Transportation Management Center**  
2300 W. Commercial Blvd.  
Fort Lauderdale, Florida 33309

**Florida Department of Transportation**  
**SEVERE INCIDENT RESPONSE VEHICLE TEAM**  
**STANDARD OPERATING GUIDELINES**

**SOG Acknowledgement Policy**

**Sec. 1**

All Severe Incident Response Vehicle (SIRV) Team personnel are to sign an SOG Acknowledgement stating they have received a copy of the SIRV SOG. All SIRV personnel will have to sign an SOG Read Acknowledgement stating they have read and reviewed the SOG and discussed any questions or concerns regarding the SOG with a SIRV Supervisor.

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**Severe Incident Response Vehicle (SIRV) Program Overview**

**Sec. 1.1**

The SIRV Program began as a Pilot Project on January 01, 2005. The SIRV Program was placed into the permanent work program in February 2008. The program is now conducted in Broward and Palm Beach Counties by the Florida Department of Transportation (FDOT) District Four Traffic Operations Division. This program was designed to help mitigate delays caused by severe traffic incidents and to increase the safety of emergency responders. It is critical that FDOT be on an incident scene as quickly as possible. This program provides an immediate FDOT presence at all Level 3 incidents 24 hours a day seven days a week and responses to Level 2 incidents during peak travel times from 6am to 7pm Monday thru Friday.

The primary objective of the SIRV program is to assist all responding agencies in safely reopening the roadway as quickly as possible to meet the 90 minute goal of the State of Florida's Open Roads Policy.

**RESPONSIBILITY**

The SIRV vehicle serves as an FDOT incident command station with the staff responsible for coordination and communication between incident response team members, the Transportation Management Center and FDOT. SIRV provides extra maintenance of traffic (MOT) devices, spill mitigation supplies as well as roadway repair supplies and equipment.

When not in the field SIRV staff will coordinate with responding agencies to conduct severe incident debriefings and prepare debriefing summary reports. They will also perform Quality of Service audits, vehicle and personnel inspections for the Road Ranger Service Patrol Program. They participate in Broward, Palm Beach and Regional Traffic Incident Management Meetings. They also develop training modules and train Road Rangers and TMC personnel.

**VEHICLE SPECIFICATIONS**

The SIRV vehicles are one and a half ton trucks. They are diesel fueled dual-wheel truck cab and frame with a covered utility body. They are equipped with an emergency light system to facilitate emergency responses. There are two telescoping high-intensity floodlights on the front of the utility bodies and work lights on the sides and rear. A multi-function arrow board system is installed on the roof of the bodies. A computer docking station in the cab allows the staff to use a laptop computer during incident command.

**EQUIPMENT**

SIRV Staff may be each assigned an FDOT portable radio, Florida Highway Patrol radio, Broward County Fire Rescue pager, and a cellular telephone.

The vehicle's cargo includes a Panasonic Tough Book laptop computer, MOT equipment, extra fuel, fuel spill mitigation supplies, roadway repair supplies, fire suppression equipment, bio-hazard supplies and drinking water.

**STAFF**

Present staffing includes one manager, two full time county supervisors, two full time operators, and four part time operators. All staff has previous Fire Rescue or Law Enforcement experience.

**TRAINING**

SIRV operators are trained and qualified in at least the following areas:

- National Incident Management and Command. (NIMS)
- Advanced Management of Traffic
- Incident Clearance Procedures
- Severe Incident Documentation
- Emergency Vehicle Operation
- First Responder

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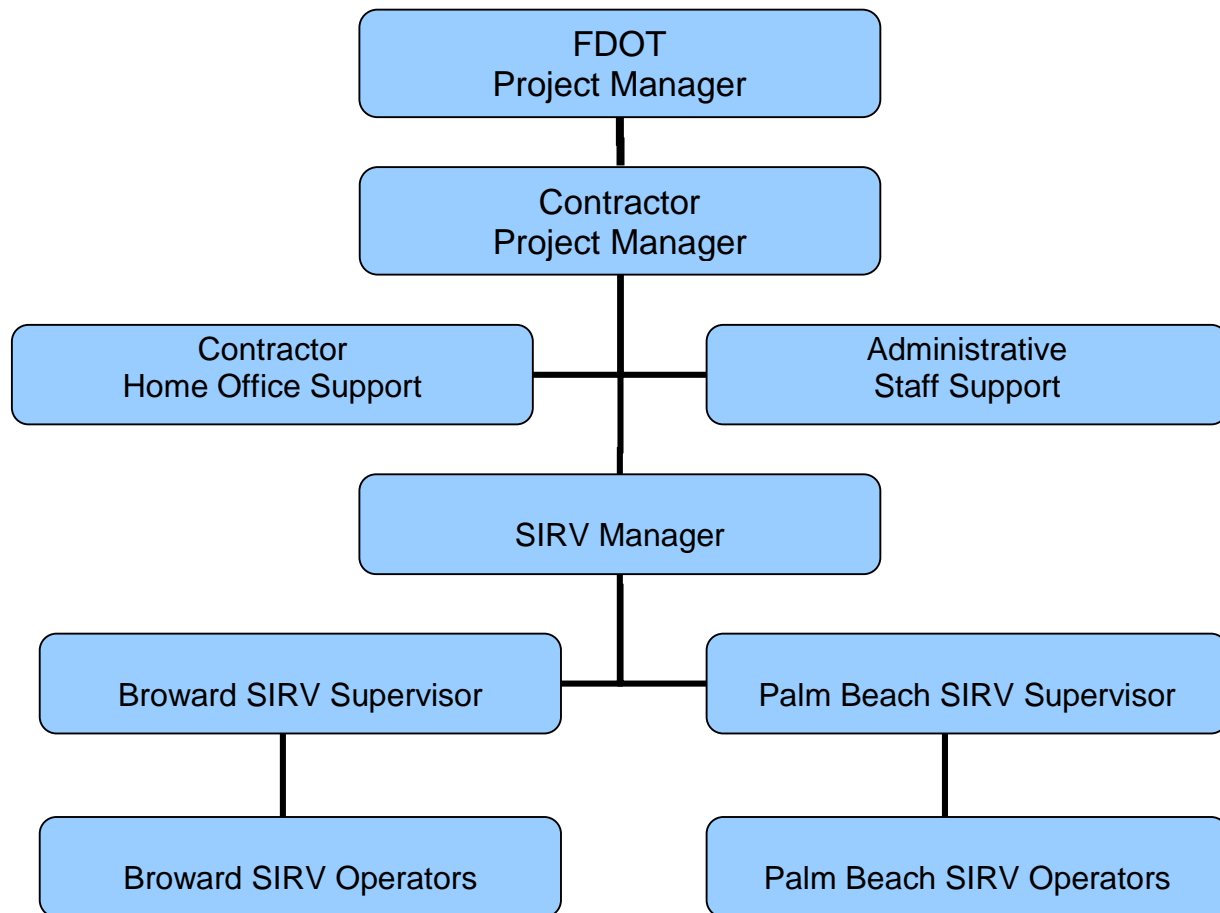
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**Severe Incident Response Vehicle (SIRV) Organizational Chart**

**Sec. 1.2**



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**Rules of Conduct**

**Sec. 1.3**

**DESCRIPTION**

A SIRV Operator requires a high degree of cooperation and respect from the public and other agencies they come in contact with.

**PURPOSE**

This section will govern conduct of the program as a whole.

SIRV Operators are the most conspicuous representative of FDOT at any incident or event they are on the scene of. Proper conduct is not an additional duty imposed on Operators, but is inherent in the profession. Since any neglect or divergence from this standard of conduct reflects unfavorably on the program and fellow employees, it is incumbent on all personnel to conduct themselves in an exemplary manner, maintaining the highest standards of performance, efficiency, and competence.

**DEFINITIONS**

**DISCIPLINE** - A form of training dependent for its success on the ability of superiors to train subordinates to obey and conform to SIRV policy, procedures and rules.

**EMPLOYEE INTERVIEW FORM** - An interview form is a written record of an employee interview (oral) conducted by a supervisor or manager to inform an employee that undesirable conduct or performance has been noted. The interview form has as its objective improved performance or attitude on the part of the employee.

**LETTER OF REPRIMAND** - A formal, written notice to an employee, characterized by an account of conduct which is not in keeping with the SOG of the SIRV Program. It will also indicate that an employee, who repeats or persists in such conduct, may face a more severe form of disciplinary action.

**IMPLEMENTATION PROCESS**

Any Manager can discipline a subordinate under their authority. Such discipline may consist of an employee interview form, letter of reprimand, suspension from duty with or without pay, or dismissal. Appeals to any discipline can be taken to the next level above the issuing manager.

**PROHIBITED CONDUCT**

1. Failure to be present for duty as scheduled
2. Being an accessory to a disciplinary offense
3. Divulging information without authority
4. Failure to account for any money or property received or found on duty
5. Failure to report any theft or loss of or damage to any SIRV Program or FDOT property.
6. Carelessly, negligently, or intentionally causing waste, loss or damage to any SIRV Program, FDOT and/or third party property is prohibited.
7. Failure to obey a lawful and ethical order of a superior.
8. Disobedience of any rule, order or directive.
9. Falsification of an official report.
10. Untruthfulness, discourtesy, insolence or use of vulgar, obscene or offensive language.
11. Making a false complaint or statement.
12. Being unfit for duty.
13. Consuming intoxicating beverages on duty.

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14. Unlawful use of a controlled substance.
15. Disrespect to a superior.
16. Failure to follow the chain of command.
17. Insubordination by work, act or deed.
18. Refusal to give name upon request of any person.
19. Use of abusive or insulting language.
20. Doing or committing any act which delays return to duty.
21. Failure to know or follow a rule, order or directive governing the SIRV Program.
22. Engaging in conduct unbecoming a SIRV Operator.
23. Misusing SIRV Program or FDOT Property.
24. Conduct prejudicial or disruptive to the good of the Program or FDOT.
25. Indulging in a practice or habit resulting in a physical or mental inability to perform SIRV duties.
26. Failure to answer questions of a superior concerning Program administration matters or conduct relating to the performance of duties.
27. Incompetence, general inefficiency or unsatisfactory performance.
28. Sleeping while on duty.
29. Failure to promptly respond to a call for service.
30. Neglect of personal appearance or dress.
31. Neglecting to wear proper uniform on duty.

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**SIRV Personnel Policies**

**Sec. 1.4**

**OBJECTIVE**

To produce an employee who can perform required duties in a safe, skillful and professional manner.

**POLICIES**

Sick / Late

SIRV Operators who call in sick must contact a SIRV County Supervisor or if the County Supervisor is not available the SIRV Manager as soon as possible before their shift begins. The SIRV County Supervisor or SIRV Manager will make arrangements for a replacement operator. If a SIRV operator will be late for their shift they will notify the TMC supervisor and give an estimated time for reporting to duty.

Grooming/Attire

The SIRV staff will have a neat and well groomed appearance. Hair will be worn off the collar. Facial hair will be neatly trimmed. No jewelry other than a watch and wedding band. Women can wear post only earrings.

The SIRV field uniform will be as follows, dark blue polyester dress pants or the dark blue BDU pants, the short or long sleeve grey button up dress shirt, black socks, and black steel toed work boots. When not in the field either a black plain leather or patent leather military type shoe must be worn. When off duty and driving the SIRV vehicle the Operator must wear a shirt with a collar, long pants and have their FDOT identification card displayed.

Uniform Issuance

Uniforms will be ordered and supplied during the first few days of employment. Worn out uniforms shall be submitted to the SIRV Manager to be replaced on an as needed basis.

Uniform Types

Uniform pant types are dark blue slacks or utility pants. Uniform shirts are short sleeve or long sleeve grey button up dress shirts. Each employee must have at least one pair of dress slacks and one long sleeve dress shirt.

- Employees receive seven grey button up shirts, seven dark blue pants, one FDOT baseball cap, one safety vest, one rain suit, one pair of rain boots, and one yellow ANSI class 3 winter jacket.

Complaints

Complaints filed against a SIRV Operator will be investigated by either the SIRV Manager, Contractor Program Manager or the FDOT Project Manager.

Complaints from SIRV Operators will be submitted to the SIRV Manager in a To, From, Subject, Date memo format. The SIRV Manager will determine if the complaint will be investigated or forwarded to the proper agency for investigation.

**Hiring Requirements**

Pre Hiring Requirements

- Emergency Vehicle Operations Course (EVOC training)

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- National Incident Command Systems (NIMS)
- Basic Hazardous Materials Training
- First Responder Training

New Employee Training

Clinical/Theory Training

- 40 hours in class
- 40 hours in field
- 14 days being on call

Additional Training to Be Taken

- Advanced Maintenance of Traffic Courses
- Any other training deemed necessary by the FDOT Project Manager

Issued SIRV Operator Equipment

- BSO Pager (if available)
- Cellular Phone
- (TMC) Portable Radio
- State Law Enforcement Radio System Portable Radio

Equipment and Vehicle Damage

Damage to SIRV equipment or vehicles must be immediately reported to the SIRV Manager. The SIRV Operator will report circumstances of the damage on a To, From Subject, Date memo. If the incident involved damage where a Law Enforcement report was completed then the report must be attached to the To, From Memo. Any traffic crash involving a SIRV Vehicle will require a Law Enforcement report. The SIRV Manager will forward damage memos and reports to the Contract Manager for follow-up. The Administrative Assistant will keep a vehicle damage log for each truck. Whoever reports any vehicle damage will be responsible for making sure the damage is placed into the log. The damage log will list the vehicle number, date of the damage, date of repair, reporting Operators name and the Law Enforcement case number if applicable.

SIRV Vehicle Crashes

Purpose

The purpose of this policy is to give the employees, supervisors and managers a flow chart for direction in SIRV Vehicle crash reporting.

Policy

The employee's supervisor will be notified immediately following any crash. The supervisor **may** respond to any minor **non injury** crash. The supervisor **will** respond to any crash **involving injuries** to anyone involved in the crash. It will be the responsibility of the involved employee to insure that his immediate supervisor is made aware of the incident. If the employee is injured and unable to make such notification, then the RTMC Dispatcher Supervisor will make the notification to the SIRV Manager or on call SIRV Supervisor.

The appropriate law enforcement agency will be notified to complete a traffic crash investigation on all crashes. Photos of the crash scene and all sides of any vehicles involved in the crash will be taken. Any paperwork received from law

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enforcement or any other agency along with scene photos will be submitted to the SIRV Administrative Assistant for processing. The employee will submit a To-From memo to the SIRV Manager detailing the facts of the crash.

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**Office Administration**

**Sec. 1.5**

**PURPOSE**

To become familiar with the day to day operation of SIRV in and out of the office.

**POLICIES**

Office Supplies

Requests for office supplies will be made to the SIRV Administrative Assistant. The Administrative Assistant will make sure the supplies requested are authorized and then place an order with an authorized supplier.

Laptop Operation

A laptop computer will be provided for each SIRV Vehicle. The computers will be used only for SIRV related activities.

Report Submission

An incident report is to be completed on every incident SIRV arrives to.

Incident reports should be completed immediately after the incident or before the end of the operators shift. All incident reports must be completed within 24 hours of the incident. Any exception to this must be approved by the SIRV Manager. If an operator will be off for more than one day, then overtime may be approved by the SIRV Manager to complete any reports before leaving.

Once a report is finished, an e-mail will be sent to both the SIRV Manager and the SIRV Administrative Assistant, letting them know the report has been submitted. The SIRV Manager and the Administrative Assistant will review the recorded information. Any incorrect or incomplete reports will be returned to the SIRV Operator for correction to ensure accuracy.

Attendance of Meetings

The SIRV Manager or their designee is required to attend the bi-weekly SIRV Management Meeting.

A SIRV representative is required to attend the following meetings:

- Road Ranger Contractor Meetings
- Traffic Incident Management (TIM) Meetings (Broward, Palm Beach, and any Joint TIM Meetings).

Photo Download and Filing

Each SIRV truck is equipped with a digital camera. Within two days of the camera being used, it will be given to the SIRV Administrative Assistant to download images, check for damage, and to check the battery usage. The SIRV staff may photograph a scene at the request of the TMC or any other responding agency. Photos of a scene will be erased when they are no longer needed by the SIRV staff.

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**Media Relations**

**Sec. 1.6**

**PURPOSE**

Guidelines to follow when in contact with media related agencies on incidents that occur where SIRV is involved and/or present.

**PROCEDURES**

When on a scene the SIRV Operator will be the main point of contact for the FDOT Media Relations Specialist. The FDOT Media Relations Specialist is located at 3400 W. Commercial Blvd. Fort Lauderdale, telephone (954) 777-4090. The TMC staff will be responsible for making notifications to the FDOT Media Relations Specialist as per their SOG. SIRV staff will provide any requested information to the FDOT Media Relations Specialist either directly via telephone or through dispatch.

It is understood that SIRV staff may interact with the media while on a scene. Media contact will be confined to explaining the duties and responsibilities of the SIRV as it relates to that specific incident. Information requests concerning traffic conditions and closures shall be directed to the FDOT Media Specialist.

At no time will the SIRV staff offer the media an opinion on the cause of an incident, supply tag numbers or detailed descriptions of vehicles involved in an incident. SIRV staff will not discuss information gathered from other agencies on a scene. Media will be advised that questions pertaining to incident investigations and rescue efforts must be directed to the agencies performing such activities.

Any requests for an interview when not on a scene will be forwarded to both the SIRV Contract Manager and the FDOT SIRV Project Manager.

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**SIRV Operation Schedule**

**Sec. 1.7**

**PURPOSE**

Guidelines of how the SIRV Team operates. To maintain consistent coverage at all times.

**PROCEDURES**

The Broward SIRV Operating Schedule is as follows:

- Monday through Friday except FDOT Holidays (and also falls on contractors holidays).
- 6am to 7pm - Two SIRV Operators on duty
- All other days and times - one SIRV Operator must be on stand-by.

Patrol Locations and Hours

- During high volume traffic times - 6am to 9am and 4pm to 7pm - one SIRV Operator will be covering I-75 in Broward County and one SIRV Operator will be covering I-95 and I-595 east of I-95 in Broward County. Both Operators will stage their vehicles at a predetermined location for the quickest response to incidents in their assigned areas.
- From 9am to 4pm two Operators will be available to respond to incidents in Broward County.
- During this time, the SIRV operators will be no more than one mile from their assigned patrol area unless otherwise instructed.

The Palm Beach SIRV Operating Schedule is as follows:

- Monday through Friday except FDOT Holidays (that also falls on contractor's holidays).
- 6am to 9am and 2pm to 7pm - Two SIRV Operators will be on duty in Palm Beach.
- 9am to 2pm only one SIRV Operator will be responding to incidents
- 9am to 2pm – One SIRV Operator will perform Treasure Coast Road Ranger Inspections
- 2pm to 4pm – The SIRV County Supervisor will perform administrative duties
- All other days and times - one SIRV Operator must be on call.

Patrol Locations and Hours

- During the hours of 6am to 9am and 4pm to 7pm one SIRV will be assigned to cover I-95 North of Southern Blvd. and another SIRV will be assigned to cover I-95 South of Southern Blvd.
- From 9am to 4pm there will only be one SIRV unit available to respond to incidents in Palm Beach County.
- During this time, the SIRV operators will be no more than one mile from their assigned patrol area unless otherwise instructed.

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**Road Ranger Inspections**

**Sec. 1.8**

**PURPOSE**

Guidelines to prepare and execute weekly inspections of the Road Ranger Service Patrol.

**PROCEDURES**

Broward County Inspections

- SIRV Operators are ultimately responsible for completing inspections of Road Rangers who are assigned to the SIRV Operators working area and shift. Every Road Ranger and every Road Ranger vehicle on the day and evening shift will be inspected at least twice monthly.
- Pre inspection paperwork consists of determining what Road Rangers and Vehicles are on duty and need inspection. A list of previously inspected personnel and vehicles will be maintained by each SIRV Operator and a master inspection list will be maintained by the SIRV Administrative Assistant or manager.
- Once the inspections are completed for the shift, the SIRV Operator will send a finalized inspection email to the Administrative Assistant, SIRV manager and all other SIRV Operators. Each SIRV Operator will be responsible for keeping an updated list of completed inspections. The inspection email will consist of the truck number, type of truck, Road Ranger's name, and date of inspection and any violations or comments that were found.
- The SIRV Operator will inquire as the availability of certain vehicles for inspection and request the RTMC to have the Road Ranger respond to a specified location for the inspection.
- The RTMC will notify the SIRV Operator when a vehicle is in route or delayed.
- SIRV will notify RTMC of a trucks arrival at inspection.
- Perform the inspection documenting the results either in the computer or when necessary using inspection forms.
- Advise a Road Ranger Supervisor immediately if any violations are found.
- SIRV will notify RTMC of the departure of a truck upon completion of inspection.

If a vehicle or driver needs to be removed from the road, immediately notify a Road Ranger supervisor and the RTMC.

A driver may be removed from the road for the following reasons:

- Smells as if they had been drinking an alcoholic beverage or appears intoxicated.
- If he/she is unable to produce a valid Florida drivers license of the proper class.
- Concealed weapon/firearms have been found in the vehicle.

A vehicle may be removed from service for the following reasons:

- If there are defective equipment violations the driver could be cited under the Florida State Statutes.
- Not having at least one properly charged fire extinguisher onboard.
- The tow trucks' winch or boom is not operational.
- Safety lights, arrow board, radio or telephone are not operational.
- Missing equipment or supplies that are necessary to clear debris from the roadway or an incident scene.

When an inspection is complete the SIRV Operator will notify the RTMC and request another vehicle for inspection.

Any vehicle will immediately be cleared from inspection if it is needed for anything other than an off the roadway disabled vehicle.

**Inspection Paperwork**

Once the inspections have been received by the SIRV Administrative Assistant and have been reviewed and finalized, the SIRV Administrative Assistant will produce a report for the Road Ranger Contractor Meetings.

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**Road Ranger Inspections**

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Palm Beach County Inspections

- SIRV Operators are ultimately responsible for completing inspections of Road Rangers who are assigned to the SIRV Operators working area and shift. Every Road Ranger and every Road Ranger vehicle on the day and evening shift will be inspected at least twice monthly.
- Pre inspection paperwork consists of determining what Road Rangers and Vehicles are on duty and need inspection. A list of previously inspected personnel and vehicles will be maintained by each SIRV Operator and a master inspection list will be maintained by the SIRV Administrative Assistant.
- The following are the recommended locations but can be changed due to location and availability of trucks. It is also recommended that inspections be done off the interstate for safety reasons but can also be done while Road Rangers are performing assistance to motorists. It should be made clear to Road Ranger Operators and the TMC that lane blocking events and found disabled motorists/crashes take priority to inspections. If a Road Ranger is called for inspection and the RR Operator observes a disabled motorist/crash, the RR should notify the TMC and the SIRV Inspector of this and assist with incident.
  - SOUTH Trucks: MM 59 Gateway Blvd. one block west of I-95 to High Ridge Road, one block south to the Boynton Beach Fire Department in the north parking lot.
  - NORTH Trucks: MM 71 Palm Beach Lakes Blvd. one block east of I-95 to the BP Gas Station and use the lot to the south of the gas station.
- The SIRV Operator will send a finalized inspection email to the Administrative Assistant and all other SIRV Operators. Each SIRV Operator will be responsible for keeping an updated list of completed inspections in a folder on their laptop computer. The inspection email will consist of the truck number, type of truck, Road Ranger's name, date and time of inspection and list any violations or comments.
- The SIRV Operator will inquire as the availability of certain vehicles for inspection and request the TMC to have the Road Ranger respond to a specified location for the inspection.
- The TMC will notify the SIRV Operator when a vehicle is in route or delayed.
- SIRV will notify TMC of a trucks arrival at inspection.
- Perform the inspection documenting the results either in the computer or when necessary using inspection forms.
- Advise a Road Ranger Supervisor immediately if any violations are found.
- SIRV will notify TMC of the departure of a truck upon completion of inspection.

If a vehicle or driver needs to be removed from the road, immediately notify a Road Ranger supervisor and the RTMC.

A driver may be removed from the road for the following reasons:

- They smell as if they had been drinking an alcoholic beverage or appear incapacitated for any reason.
- They are unable to produce a valid Florida driver's license of the proper class.
- A weapon or firearm has been found in the vehicle.

A vehicle may be removed from service for the following reasons:

- If there are defective equipment violations the driver could be cited under the Florida State Statutes.
- Not having at least one properly charged fire extinguisher onboard.
- The tow trucks' winch or boom is not operational.
- Safety lights, arrow board, radio or telephone are not operational.
- Missing equipment or supplies that is necessary to clear debris from the roadway or an incident scene.

When an inspection is complete the SIRV Operator will notify the RTMC and request another vehicle for inspection.

Any vehicle will immediately be cleared from inspection if it is needed for a lane blocking event.

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**Inspection Paperwork**

Once the inspections have been received by the SIRV Administrative Assistant and have been reviewed and finalized, the SIRV Administrative Assistant will produce a report for the Road Ranger Contractor Meetings.

**Treasure Coast Inspections**

Check driver and vehicle list for drivers/vehicles that require inspections. Each driver and each vehicle needs to be inspected twice monthly with the priority of getting all the Road Ranger Trucks inspected.

Fill out inspection forms with the date, driver, vehicle information and the time inspected.

Decide where the inspections will be conducted. The following are the recommended locations but can be changed due to location and availability of trucks. It is also recommended that inspections be done off the interstate for safety reasons but can also be done while Road Rangers are performing assistance to motorists. It should be made clear to Road Ranger Operators and the TMC that lane blocking events and found disabled motorists/crashes take priority to inspections. If a Road Ranger is called for inspection and the RR Operator observes a disabled motorist/crash, the RR should notify the TMC and the SIRV Inspector of this and assist with incident.

- Beats 1 and 2 should be done at MM 96 (Hobe Sound) CR 708 under the bridge of I-95.
- Beats 3 and 4 should be done at MM 110 (Martin Highway) SR 714 under the bridge of I-95.
- Beats 5 and 6 should be done at MM 129 (Okeechobee Road) SR 70 one block west of I-95 at Peters Road in the large parking lot to the North of Burger King.
- Beats 7 and 8 should be done at MM 138 (Indrio Road) SR 614 under the bridge of I-95.

Treasure Coast RR Truck Schedules:

ODD TRUCKS: 471, 473, 475, 477, (479 is the RR Supervisor pickup truck assigned to Ortiz)

SHIFT 1	(470 Roaming)	SHIFT 2
MON:	6 AM to 1 PM	1 PM to 10 PM
TUES:	6 AM to 1 PM	1 PM to 10 PM
WED:	6 AM to 2 PM	2 PM to 10 PM
THUR:	6 AM to 3 PM	3 PM to 10 PM
FRI:	6 AM to 3 PM	3 PM to 10 PM



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**Post Incident Analysis**

**Sec. 1.9**

**PURPOSE**

Guidelines to perform and lead Post Incident Analysis (PIA) meetings after an incident has occurred.

**PROCEDURES**

Post Incident Analysis (PIA)

PIA's will be conducted on all level 3 main line incidents, RISC incidents and any other incident as requested by the SIRV Manager.

SIRV Operators may be asked to prepare and conduct two types of PIA's. One is called agency specific PIA and the second is called a full scale incident PIA.

Agency specific or (mini) PIA's deal with only one agency and may be handled while on a scene directly with the agency and personnel involved. They may also be done soon after an incident by meeting with the agency and personnel involved. A mini PIA narrative report must be done to outline the reason for the PIA and the outcome. All mini PIA narratives are to be completed within 24 hours of the incident, unless otherwise approved by SIRV Manager.

SIRV Operators may be required to complete a full scale PIA on selected incidents. Full scale PIA's are done to find out what worked well on a scene and also to find out what could have been done better.

After any PIA is completed the SIRV Operator may be asked to review the incident at a Traffic Incident Management (TIM) meeting.

A full scale SIRV PIA consists of the following:

**A complete incident timeline**

This is a total time line from when the incident was first recorded by any agency up to the final time any agency departed the scene.

**Agency specific timelines**

This is a timeline for every agency on the scene. This includes when each individual piece of equipment or vehicle or agency supervisor arrived and departed.

**Individual lane closure time lines**

This is the time each individual lane was closed and opened. This also includes what caused the lane to close and what enabled it to open.

**A narrative**

A description of the incident and what occurred during agencies responses and clearance efforts.

**The PIA conclusion**

List lessons learned.

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**Public Outreach**

**Sec. 1.10**

**PURPOSE**

Guidelines to perform Public Outreach related events for SIRV.

**PROCEDURES**

Public Outreach

All public outreach activities will be coordinated with the RTMC Communications and Training Coordinator and the FDOT District Four Traffic Incident Management Coordinator. SIRV Outreach will be geared toward incident responders and internal (FDOT) customers. A second area of outreach is aimed at the general public and RTMC tours.

Outreach will consist of but not be limited to fliers, incident demonstrations, public speaking events, informational talks and media events.

Freeway Incident response agencies should be targeted for outreach at least once every three years.

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**SIRV Reports**

**Sec. 1.11**

**DESCRIPTION**

These guidelines are to govern how the SIRV team will document incidents they respond to while on duty.

**PROCEDURES**

A SIRV incident report will be completed on every incident that a SIRV Operator arrives at. Reports are completed to provide information necessary to document and explain time savings and document on scene events for use during Post Incident Analysis.

The SIRV Operator is responsible for capturing the times and activities of every agency on a scene. SIRV Operators will gather information from each agency's incident commander or person in charge. If the report cannot be completed by the end of the shift, then it shall be completed within 24 hours of the event. Any exception to this must be approved by the SIRV Manager or their designee.

Upon completion of the report, it shall be e-mailed with a copy of the chronology to both the SIRV Administrative Assistant and the SIRV Manager for QA/QC review. After the report has been reviewed it will either be accepted as written or returned for correction. All reports returned for correction must be corrected and resubmitted during the Operators next shift.

All reports will be submitted via the SIRV Mobile Application. Upon submitting a report the SIRV Operator will send an email containing the date, time and incident number of the submitted report to the SIRV Administrative Assistant and the SIRV Manager. The SIRV Manager and Administrative Assistant will review the report. After review the report will either be accepted or returned for correction. Reports returned for correction must be corrected and resubmitted by the end of the SIRV Operators next shift. Any exception to this must be granted by the SIRV Manager or their designee.

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**Position Descriptions**

**Sec. 1.12**

**PURPOSE**

To govern the tier of positions within the SIRV Program.

**POSITION DESCRIPTIONS**

**SIRV Manager**

Duty:

- Monday – Friday variable hours. Saturday – Sunday as needed
- Will be available 24 hours a day, 7 days a week via cellular telephone
- May respond to any incident they deem necessary
- Will respond to any incident as requested by an RTMC Manager

Administration:

- Reviews scheduling of SIRV Operators
- Reviews and approves ordering of supplies
- Arrange for equipment repair
- Arrange vehicle repair and maintenance
- Review timesheets
- Review expense reports
- Review incident reports
- Review monthly report

Meetings/Training:

- Attend local and state TIM Meetings
- Schedule Post Incident Analysis Debriefings
- Attend weekly and monthly SIRV Meetings
- Conduct Outreach presentations
- Make other presentations as necessary
- Attend local, state and national transportation meetings, seminars and conventions as necessary
- Conduct Training for SIRV Operators, TMC personnel and Road Rangers
- Inspect each SIRV vehicle and each operator monthly

**SIRV County Supervisor**

- Schedules SIRV Operators
- Forwards PTO requests to SIRV Manager and Administrative Assistant
- First point of contact for SIRV Operators inquiries
- Performs inspections on SIRV trucks on a bi-weekly basis
- Sends supply requests to SIRV Manager
- When directed, may order supplies and restock storage unit.
- Schedules vehicle maintenance and repairs
- Assists with SIRV Operator training
- May be used as acting SIRV Manager during absence of the Manager.
- Attend Meetings as directed by the SIRV Manager

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**SIRV Operator**

- Adhere to SOG Policies and Guidelines
- Keep track of work schedule and assignments
- Be in assigned patrol area during patrol hours
- Attend TIM meetings as requested
- Prepare for and attend Post Incident Analysis meetings as requested
- Attend training and other events as requested by SIRV Management
- Assist with training as requested
- Keep assigned vehicle clean and in good working order
- When on call be able to be en route to an incident in the SIRV vehicle within 15 minutes of being notified.
- When on call will take the SIRV vehicle home to expedite any off duty call out response. If the vehicle cannot be kept at home then it may be placed at an acceptable location near the home.
- Inspect assigned SIRV vehicle daily and at shift change for damage and working condition.
- When changing operators, complete an equipment and supply check list to ensure all equipment and supplies are in place.
- Ensure the SIRV never has less than half a tank of fuel.
- Immediately after an incident replace any supplies that were consumed.
- Advise the SIRV County Supervisor about any supplies taken from the storage unit
- Advise the SIRV County Supervisor of any equipment in need of repair or replacement.
- Advise the SIRV County Supervisor if the SIRV truck is in need of maintenance or repair.

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**PTO Policy**

**Sec. 1.13**

**PURPOSE**

It is recognized that personal time off is essential to an employee's wellbeing and job performance. Employees are encouraged to wisely use their accumulated PTO. The purpose of this SOG is to coordinate staff coverage and grant personal time off when necessary in accordance with contract obligations. To provide procedures for the use of leave time and to ensure all transactions and leave requests are properly authorized, documented and processed. You are reminded it is not advisable to pay for any reservations until your PTO has been approved and you have a copy of the signed approved request in your possession. These guidelines supplement the AECOM PTO policy found in Section 4 (Employee Benefits & Leave) of the U.S. Employee Handbook.

**Personal Time off (PTO) Vacation Requests**

Employees are responsible for:

- Verifying they have enough accrued leave prior to requesting any PTO.
- Accurately completing a PTO Request Form and submitting it to their respective County Supervisor.

County Supervisors are responsible for:

- Ensuring that adequate staffing will be available prior to submitting the employees PTO Request Form to the SIRV Manager.

SIRV Manager is responsible for:

- Verifying that an employee requesting PTO has or will have accrued a sufficient amount of leave to cover the request prior to authorizing the PTO.

The SIRV Manager will attempt to grant SIRV employees PTO at the time they desire to take it, however, adequate staffing must be maintained at all times. Therefore, PTO MUST be scheduled and approved in writing in advance. Except as described in the Holiday PTO request section, all other PTO will be granted on a first come first serve basis.

In fairness to all employees, requests for PTO on Holidays and during Holiday Weekends will be decided by the SIRV Manager on a case by case basis.

Due to manpower constraints, unless approved by the SIRV Manager, only one full time SIRV Operator from each County may be on PTO at a time.

In order to give the scheduling supervisor enough time to provide for adequate staffing, the following minimum PTO request lead times will be required. A PTO request of 1 day or less will be granted as manpower permits. For a leave of 2 days in duration, a 7 day minimum advanced notice is required. For a request of 3 to 4 days, a 14 day minimum advanced notice is required. For a leave of 5 or more days, a 28 day minimum advanced notice is required.

**Illness PTO**

If an operator calls in ill they **must** either use PTO or approved leave without pay on their timesheet to cover the work time missed.

**Time off without pay or Personal Leaves of Absence**

Refer to the AECOM employee handbook.

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**Computer Usage Policy**

**Sec. 1.14**

**PURPOSE OF POLICY**

The purpose of this policy is to provide guidelines for using the provided laptop appropriately while on duty.

**PROCEDURES**

A ruggedized laptop computer is assigned to each SIRV truck in Broward and Palm Beach Counties.

The laptop computers will be used by the SIRV Operators for SIRV business purposes only.

The computers have two functions that allow the SIRV operators to perform their daily paperwork. The two functions are submitting SIRV reports and inspections reports.

Daily paperwork consists of:

- Access and submit report forms
- Access Road Ranger Inspection Forms
- Access SIRV Vehicle daily inspection forms



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**Injury Reporting Policy**

**Sec. 1.15**

**PURPOSE OF POLICY**

To provide guidelines to follow when injury occurs on the job.

**PROCEDURES**

If an employee suffers any on the job injury no matter how minor they are to report such injury immediately to the SIRV Manager or his designee. The employee will submit a To/From Memo detailing how the injury occurred and what part of the body is affected. The employee will also describe the incident in the Supervisor's Incident Report (SIR) form.

The employee must also report the incident to the AECOM SH&E Incident Hotline at 1-800-348-5046 and obtain the name of the person they made the report with. The name of this person will be given to the employee's supervisor.

The Supervisor will make sure the employee receives medical treatment if necessary and will fill out the Supervisors Incident Report form. The supervisor will also make sure the AECOM Incident Reporting Hotline has been notified and obtain the name of the person taking the report. The supervisor will complete and submit the Supervisor's Incident Report Form and contact the AECOM Project Manager to report the incident.

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**Computer Operating Policy**

**Sec. 1.16**

**PURPOSE OF POLICY**

To properly use the systems installed on the laptop and provide best practices for using the laptops.

**PROCEDURES**

**Using your laptop**

1. Your laptop should normally be used wirelessly using your cached credentials to access SunGuide on the Field.net domain. Your laptop is **NOT** to be used for e-mail or internet access.
2. To access e-mail or the Internet you may use a network-connected workstation in the office (Broward or Palm Beach) that is on the Office network (smartsunguide.com domain). If using a workstation for the first time, e-mail must be configured. In this case, open a ticket and contact the IT department to work on this with you.

**Cached Credentials**

3. If this is the first time you have used your laptop you must establish your cached credentials **BEFORE** being able to use it wirelessly. If you are uncomfortable with using this procedure on your own, or encounter any unexpected results then please open a ticket and contact the IT department to work on this with you. Here is the procedure to establish cached credentials:
  - a. Bring your laptop to the Broward office.
  - b. Plug in an Ethernet network cable that is on the SunGuide (field.net domain) network.
  - c. Login to the computer but do **NOT** connect to Verizon.
  - d. Login to TMC-Saturn (using the server name TMC-Saturn, not the IP Address number).
  - e. Once successfully logged into TMC-Saturn, you may log off. When logging off, IT recommends you avoid clicking the **X** in the upper right corner of the TMC-Saturn desktop screen, instead click Start → Log Off.
  - f. Logoff the Laptop.
  - g. Unplug the Ethernet cable
  - h. Login once again. This time please **DO** connect to Verizon.
  - i. Login to TMC-Saturn by IP Address 198.224.213.34. Once successfully logged in, you may log off. When logging off IT recommends you avoid clicking the **X** in the upper right corner of the TMC-Saturn desktop screen, instead click Start → Log Off.
  - j. Shutdown the computer.

**Troubleshooting**

4. The computer can hold up to 10 cached credentials. Over time with normal use your credentials may eventually be bumped off the list when you become # 11 in which case you may find yourself unable to login wirelessly. In this case, you can repeat the procedure to establish cached credentials again. If you are uncomfortable with using this procedure on your own, or encounter any unexpected results then please open a ticket and contact the IT department to work on this with you.

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**SIRV Radio Communications**

**Sec. 2.1**

**DESCRIPTION**

FDOT District Four is prepared to respond to any type of severe incident occurring on the highways in Broward County 24 hours a day 7 days a week. The SMART SunGuide Broward County Regional Transportation Management Center (RTMC) is most often the contact point for a response from the Severe Incident Response Vehicle Team. The RTMC is responsible for dispatching all Broward County SIRV units. When a Broward County SIRV is sent by a District Four dispatcher to a District Six controlled event, they will use the properly assigned channel on their District Six radio to communicate directly with the District Six dispatcher.

**PURPOSE**

This section will advise the type of equipment provided to SIRV Operators as well as the operational channels used when communicating. It will also detail how calls for service are evaluated and dispatched.

SIRV Operators are issued two portable radios. One radio is used to communicate within the FDOT District Four network. The second radio is a MACOM P7100ip State Law Enforcement Radio used for communicating with FDOT District Six.

Communications with the FDOT District Four RTMC

The SIRV Vehicles are equipped with mobile radios which are used to communicate within the FDOT District Four network.

The following radio channels have been programed into the District Four SIRV mobile and portable radios:

Broward County Channels

- I-95 Digital
- I-75 Digital
- I-595 Digital

Analog Channels:

- I-95 Bravo
- I-595 Fleet
- I-595 Alpha
- I-75 Fleet

Extra Channels:

- TAC-1

Palm Beach County Channels

- I-95 WPB 1
- I-95 WPB 2

Treasure Coast (Martin, St. Lucie and Indian River Counties)

- TC-1

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Communications with the District Six TMC

When a SIRV unit is dispatched to work an incident being handled by the District Six TMC they will use the MACOM SLERS radio to communicate with the District Six dispatchers and District Six Incident Management responders. District Six dispatches on the D-RR6-1 channel or position nine on the SLERS radio.

The SMART SunGuide Broward RTMC will determine which channels will be used for dispatching and special operations within FDOT District Four. The RTMC will also determine what 10 codes and signals will be acceptable for use on the radio system. The personal portable radios will be used as the primary source of radio communication. The mobile radios are to be used as a backup source. In some areas where portable radio coverage is unreliable it will be necessary to use the in vehicle mobile as a primary source of radio communication.

Communications with Broward County and Treasure Coast (Martin, Saint Lucie and Indian River County)

When a Palm Beach SIRV unit is dispatched to work an incident being handled by either a Broward County or Treasure Coast Dispatcher they will use the appropriate Channel to communicate with the dispatchers and Incident Management responders.

When a SIRV Operator is conducting Treasure Coast Road Ranger Inspections they will use the assigned radio channel for Road Ranger trucks operating in that area.

The SMART SunGuide Broward County RTMC will determine which channels will be used for dispatching and special operations within FDOT District 4. The RTMC will also determine what 10 codes and signals will be acceptable for use on the radio system. The personal portable radios will be used as the primary source of radio communication.

Call Prioritization

Any Lane Blockages on the highway including:

- Lane blockage with a HAZMAT situation
- Lane blockage based on largest percentage of lanes blocked
- Lane blockage off the freeway affecting a ramp
- As requested and approved by RTMC Management
- Highway infrastructure damage not affecting traffic
- RISC activations
- As requested by another Agency

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**SIRV Notifications**

**Sec. 2.2**

**DESCRIPTION**

These guidelines are to govern how any form of communication will be done and how the notifications are made from the TMC to the SIRV operators on and off duty.

**RESPONSIBILITIES**

On Duty Notifications

- SIRV will be notified on all level 2 and level 3 incidents.
- SIRV will be notified of any incident where there may be a possibility of lane blockage or highway infrastructure damage.
- SIRV will be notified by the RTMC first via radio second by cellular telephone
- If an operator cannot be contacted then the SIRV manager must be immediately notified

On Call Notifications (after hours)\*\*

Notifications will be made for the following incidents via cell phone:

- Level 3 Incidents (not to include planned roadwork construction).
- Traffic crash with a fatality.
- Any time there is damage to any part of the roadway which includes a bridge, concrete wall or guardrail that causes lane blockage.
- When requested by another agency and approved by an RTMC Manager.
- Any overturned commercial truck.

\*\*If an operator cannot be contacted then the SIRV manager must be immediately notified

SIRV Duties When Not Responding to Calls

- Road Ranger Inspections - Half of the Broward County fleet will be inspected every week as outlined in section 5.4.
- Field inspections as necessary will be done to observe and evaluate the Road Rangers providing service.
- Provide inspection reports of the Road Ranger Service Patrol to the Administrative Assistant and SIRV Manager.
- Attend weekly Road Ranger Contractor Meetings to provide updates on the Road Ranger Service Patrol and other SIRV project issues.
- Conduct post incident analysis (PIAs) debriefings on necessary incidents by arranging and facilitating the debriefing meetings with all involved agencies of the incident, gather feedback from agencies, critique response and recommend improvements.
- Attend local and regional Traffic Incident Management Team meetings.

Written Communications

All policies, standard operating guideline procedures, written orders, memorandums, requests and bulletins must be documented and submitted in writing. All orders, memorandums and bulletins are issued by the FDOT Program Manager or their designee.

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**SIRV Vehicle Operations**

**Sec. 2.3**

**PURPOSE**

To become familiar with the everyday operation of the SIRV trucks and equipment that will be used on a daily basis.

**PROCEDURES**

Vehicle Specifications

The SIRV shall be a one and one half ton truck body with an 85 inch cab to axel ratio supporting an 11 foot utility body. The truck shall have a turbo charged diesel engine. It shall be equipped with red emergency lights, a siren and two telescoping high intensity work lights. There may also be work lights mounted on the sides and rear of the utility body. There must be jumper cable terminals attached outside the front and rear of the vehicle.

Vehicle Operations

The SIRV Operator shall operate the vehicle in a safe manner at all times. The operation of the vehicle in emergency mode must be weighed against all risks. The SIRV Operator will conduct expedited and emergency responses to severe incidents on FDOT maintained roadways.

Under normal non-emergency operating conditions the Operator will strictly adhere to all traffic laws and drive defensively in a safe and courteous manner.

When dispatched to a Severe Incident the SIRV Operator will be authorized to use an emergency response. The Operator will have the authority to upgrade or downgrade their response as information obtained about the incident severity changes. During emergency responses the vehicle will have all emergency equipment (lights and sirens) in continuous operation. Four-way flashers will not be used while the vehicle is in motion, as it will interfere with brake lights and turn signal operations. Headlights will be used both day and night to maximize visibility.

An Operator engaged in emergency operations may exceed the speed limit after weighing the risks of danger to life and property and after considering the condition of the road and weather.

Proceed past a red or stop signal or stop sign, but only after slowing down or stopping as necessary for safe operation. The operator will be sure the cross traffic flow has yielded in each lane before attempting to cross a lane.

Disregard regulations governing direction or movement or turning in specified directions after considering or weighing the risks of injury to life or property.

Disregard the laws governing the parking of vehicles under ordinary circumstances, except that the vehicle shall not block access to a fire hydrant or fire scene, or in any way obstruct the passage of fire apparatus.

The vehicle should be strategically parked to protect incident scenes with emergency lights, four-way flashers and the arrow board activated.

Non-Emergency Parking

The SIRV will only be parked in a properly marked parking space or loading zone of an appropriate size for the vehicle. If necessary and where there is sufficient space, the SIRV may be parked across several parking spaces with cones at each corner of the vehicle. At no time will the SIRV be parked in a prohibited parking area or parked in a manner that would prohibit free movement of other vehicles.

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**SIRV Vehicle Operations**

**Sec. 2.3**

SIRV Vehicle Damage

A SIRV vehicle damage log for each vehicle will be kept by the Administrative Assistant within the SIRV drive. If upon inspecting a SIRV vehicle the operator finds damage they shall immediately check the damage log to see if the damage has been reported. If the damage has not been logged, the Operator will immediately report the damage to the SIRV Manager and prepare a To / From memo documenting the damage. The SIRV Manager will investigate the cause of the damage.

If a SIRV vehicle is damaged due to a crash or some criminal activity while on or off duty, a law enforcement report must be done. The SIRV Manager must immediately be notified and photographs must be taken. The Operator will complete a To / From memo detailing the incident and submit it to the SIRV Manager with the law enforcement report. The SIRV Manager will then have the Administrative Assistant document the damage on the vehicles damage report log.

Off Duty Use of SIRV Vehicles

SIRV Operators may be assigned to drive SIRV Vehicles while off duty. At least one SIRV Operator from each covered county will be on call after normal working hours with a vehicle assigned to them for immediate emergency response.

Additional SIRV Operators whom are not on call may have vehicles assigned to them during off duty hours for the chance additional vehicles are required for emergency response.

When on call

The on call SIRV Operator must have a vehicle pre-positioned at a pre-determined location to insure responding to emergency requests within 15 minutes of being notified of such response. An **on call** Operator may use the vehicle for personal transportation needs within their assigned County to have it immediately available to meet the 15 minute response requirement.

When not on call

Depending on vehicle availability and as determined by the SIRV Manager, Operators may be allowed to participate in the pre-positioned vehicle staging to and from work program. **SIRV Operators participating in this program may only use the vehicle when traveling to and from work assignments.** SIRV Operators who choose to use this method of vehicle assignment must agree to the staging location of the vehicle and also agree to be reachable off duty on either their work or personal cellphone in the event the vehicle needs to be placed into service. All other SIRV personnel will need to know the staging location of this vehicle so it can be picked up for use when necessary.

SIRV Operators who do not wish to participate in the off duty non-on call truck staging will not be allowed to drive the vehicles to and from work. They will be responsible to provide their own transportation to pick up a SIRV vehicle at a location specified by the SIRV Manager or the SIRV County Supervisor to report to their work assignments.

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**Incident Types and Procedures**

**Sec. 2.4**

**PURPOSE**

To be able to identify types of incidents on the highways and know how to mitigate clearance properly and efficiently.

**TYPES OF INCIDENTS**

Fluid Cargo Spills

Minor Fluid Spills

1. Ask on scene Road Ranger to advise the type and size of spill.
2. If the spill is 25 gallons or less then continue with minor spill policy
3. Advise Maintenance Supervisor of situation by telephone while in route.
4. Upon arrival contact Incident Commanders and receive a briefing on the situation. Advise Incident Commanders of FDOT's clean up plan. Update Maintenance Supervisor as necessary.
5. Assist Fire Rescue in containing spill to prevent environmental damage primarily and roadway damage secondarily.
6. If spill can be contained and mitigated using on board supplies, do so, and advise the Maintenance Supervisor.
7. After spill has been cleaned up place absorbent either into the plastic barrel or bag absorbent material in the Construction Grade bags in SIRV. Either FDOT Maintenance or the responsible party will dispose of the gathered material.

Major Fluid Spills

If the spill is of a size or nature that cannot be completely mitigated and cleaned up by SIRV

1. See steps 1-4 above
2. Ascertain from Law Enforcement and /or Fire Rescue whom the responsible party. (This is NOT the person who will be charged with the accident, it is the driver of the vehicle whose load has spilled)
3. If that person is still on the scene find out if they have made arrangements to have the spill cleaned up. Ask for the name and telephone number of the company that will be responding. Contact that person/company by telephone and get an estimated time of arrival for the clean up crew. Advise the Maintenance Supervisor of this information.
4. If the arrival time of the clean up contractor is excessively long, discuss with the FDOT Maintenance Supervisor the possibility of FDOT contacting a cleanup company.
5. Monitor the situation and utilize on board supplies as needed to attempt to minimize the spill.
6. When FDOT Maintenance Supervisor arrives accompany them to the scene. Find out their assessment and response plan. Advise Incident Commanders and the TMC of any changes.
7. If the clean-up appears to be long term, then ask the FDOT Maintenance Supervisor about the use of FDOT long term MOT.
8. Report to the RTMC arrivals and departures of agencies.

Solid Cargo Spills

1. While in route contact FDOT Maintenance Supervisor and advise them of the situation. Type of vehicle involved, type and amount of cargo spilled as well as number of lanes effected.
2. Upon arrival on scene check and adjust MOT as required and request additional Road Rangers as needed.
3. Upon arrival update FDOT Maintenance Supervisor of the situation if necessary and advise if you have a recommendation for additional equipment.

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**Incident Types and Procedures**

**Sec. 2.4**

4. Contact on scene Incident Commanders and get a briefing on the situation. Try to find out if any arrangements for clean up have been made by the offending company or driver. Advise Incident Commanders of FDOT's clean up plan. Advise FDOT Maintenance Supervisor of any changes.
5. If cleared by Law Enforcement and Fire Rescue Commanders, direct Road Rangers to begin cleanup, attempting to open one lane at a time if possible.
6. Advise TMC of situation, any notifications you have made and what the clearance procedures will be. Update the TMC as equipment and personnel arrive or depart.
7. When FDOT Maintenance Supervisor arrives accompany them to scene. Find out what their assessment is and their response plan. Advise Incident Commanders and the TMC of any changes.
8. If the clean-up appears to be long term, then ask the FDOT Maintenance Supervisor about the use of FDOT long term MOT.

Highway Infrastructure Damage

- Bridges
- Metal guardrails
- Concrete barriers
- Concrete Walls
- Roadway asphalt
- Burned or gouged roadways
- Fluid Spills damaging the roadway

While Enroute

1. If confirmed, notify Maintenance Supervisor by telephone of damage reported to you.
2. If NOT confirmed notify Maintenance Supervisor of the possibility of damage to infrastructure.

Upon Arrival

1. Contact Incident Commanders on scene for information update.
2. Survey the situation
3. Advise Maintenance Supervisor of the situation. Damage can range from something of a minor nature that does not require immediate repair or major damage requiring equipment and personnel
4. If damage is RTMC property such as DMS/ITS equipment advise the TMC Manager. Also photograph the damage and file them in the Public/ATMS folder identifying the picture by date and location.
5. Check with Incident Commanders to ascertain if they are finished with the scene and repairs can be initiated.
6. Minimize the problem (i.e. - road ranger vehicles can be used to push large chunks of concrete and guardrail off the roadway).
7. If minor repairs can be completed by SIRV Operator, advise the FDOT Maintenance Supervisor and complete repairs.
8. Advise RTMC of situation, any notifications you have made and what the clearance procedures will be. Update the TMC as equipment and personnel arrive and depart.
9. When the FDOT Maintenance Supervisor arrives, accompany them to the scene. Find out what their assessment is and their response plan.
10. Advise Incident Commanders and the TMC of any changes.
11. If clean up and repairs appear to be long term, ask the FDOT Maintenance Supervisor about use of FDOT long term MOT
12. Advise RTMC when repairs are completed and lane/roadway are re-opened.

Other Jurisdiction and Off Duty Assistance

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**SEVERE INCIDENT VEHICLE TEAM**  
**STANDARD OPERATING GUIDELINES**

**Incident Types and Procedures**

**Sec. 2.4**

SIRV Operators drive highly recognizable officially marked State of Florida FDOT emergency response vehicles. These vehicles are not always driven on the assigned patrol areas of the intrastate highway. The vehicles are driven on State arterial roads as well as smaller secondary roads to arrive at work assignments and off duty staging locations for emergency call out response. With this in mind, there will be times when an Operator may be required to stop and render assistance at lane blocking crashes or other incidents either off duty or out of assigned patrol areas.

If an off duty SIRV Operator is operating a marked SIRV vehicle and must stop to render necessary assistance at an incident, they will be reverted to on duty status and be compensated for their time on a scene. The following policy establishes procedures for providing assistance to other jurisdictions and providing assistance in off duty situations.

On Duty Other Jurisdictions Assists

- Notify dispatch of your location, incident type and request assistance as needed.
- Be prepared to use your cellphone to request local assistance via 911
- Secure the scene, assist injured people and provide other services as necessary.
- You do not have the same authority to clear crash vehicles from lanes as on the Intrastate.
- You can move non crash disabled vehicles with driver permission
- Provide necessary information to other responders
- Notify your respective County SIRV Supervisor about the incident
- Keep personal notes on the incident as dispatch will not open a chronology or document anything for you for incidents off of the intrastate.
- Return to patrol as soon as possible
- Prepare and submit a SIRV Incident Report for the OJ assist

Off Duty Other Jurisdictions Assists

- If you are off duty enroute to your assigned patrol area or to your vehicle drop off location you may stop at any lane blocking incident you come across where your assistance is necessary.
- Notify dispatch of your location, incident type and request assistance as needed.
- Be prepared to use your cellphone to request local assistance via 911
- Secure the scene, assist injured people and provide other services as necessary.
- You do not have the same authority to clear crash vehicles from lanes as on the Intrastate.
- You can move non crash disabled vehicles with driver permission
- Provide necessary information to other responders
- Notify your respective County SIRV Supervisor about the incident and overtime
- Keep personal notes on the incident as dispatch will not open a chronology or document anything for you for incidents off of the intrastate.
- Depart the scene as soon as possible thereby returning to off duty status
- Prepare and submit a SIRV Incident Report for the OJ assist
- Make sure you put in for the time worked on your timesheet.

Off Duty assigned area assists

- If you are off duty enroute to your assigned patrol area or to your vehicle drop off location you may stop at any lane blocking incident you come across where your assistance is necessary.
- Handle the incident as if you were on duty
- Notify your respective County SIRV Supervisor about the incident and overtime
- Make sure you put in for the time worked on your timesheet.

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**Scene Safety**

**Sec. 2.5**

**PURPOSE**

To ensure all SIRV Team Operators have an understanding of policies and procedures to be safe on the highways during incidents on the highways.

**PROCEDURES**

On Scene

Upon arrival to a scene the first thing the SIRV operator will do is make contact with the Road Ranger. SIRV will give the Road Ranger any supplies necessary to enhance scene protection. If necessary, SIRV will assist the Road Ranger. If no Road Ranger is present then SIRV will begin scene protection procedures. SIRV will then evaluate the need for additional Road Rangers and road closures.

Once the scene is secure, SIRV will evaluate the actual incident scene. If Law Enforcement or Fire Rescue is on the scene, SIRV will make contact with their respective scene commanders or officers in charge. SIRV will not enter the incident scene until the SIRV Operator has spoken with Law Enforcement or Fire Rescue to learn the status of any ongoing investigation or Rescue/HazMat process.

Only after receiving clearance from Fire and Law Enforcement can SIRV begin physical scene clearance procedures.

Vehicles containing injured persons will not be moved until the injured persons are removed. If the injured persons are severely or critically injured (as reported by Fire Rescue) then the vehicles will not be moved until instructed to do so by Law Enforcement.

Cone Placement for Scene Safety

If possible, a buffer of at least 730 feet from the active incident scene should be in place before the taper begins.

Lane Tapers:

- 125 feet long per lane.
- Cones are to be 25 feet apart with an offset of two feet.
- It should take 6 cones to taper one lane.

Easy Lane Taper:

- Start at the end of the buffer.
- Walk 8 paces away from the incident then place a cone two feet into the lane.
- Continue this until lane is tapered off. Then place two cones in the shoulder to block it at the beginning of the taper.

If a second or third lane needs to be tapered then just start from the end of the first taper and continue on in the same way.

Buffers:

- Runs at least 730 feet or 243 yards behind the incident
- 30 cones at 25 feet (8 paces) apart before the last vehicle stopped behind the incident.

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**Easy Buffer:**

- Place your first cone at the area of the last vehicle parked to the rear of the incident.
- Walk 8 paces away from the incident and drop the next cone.
- Continue this process until you have dropped 30 cones.
- You may then start your taper.
- At night, flares must be placed in front of the cones on the taper.
- For end of queue management, there should be an incident scene sign or Road Ranger with a properly worded DMS sign ¼ of a mile before the end of the queue.

On Scene Checklist

**Upon your arrival:**

- Notify RTMC of your arrival
- Make contact with Road Rangers and Road Ranger Supervisor
- Give Road Ranger additional MOT as necessary
- Assign a Road Ranger with a DMS Board to end of queue
- Make sure MOT is set as close to standards as possible
- Make sure RTMC knows # of lanes closed
- Make contact with Fire Commander
- Get their name and incident number
- Inquire as to the status of any ongoing rescue and Has-Mat situation
- Offer Assistance (absorbent)
- See if you can get an estimated clearance time
- Ask what notifications they have made and note them
- If there is a Haz-Mat situation then make sure the TMC is notified and FDOT Maintenance is called
- Make contact with FHP Commander or Trooper in charge
- Get name and incident case number
- Ask about the status of the investigation and clearance time
- Find out what notifications they have made (such as FDOT or ICA, Medical Examiners Office or Wrecker Company) and note them

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**On Scene Procedures**

**Sec. 2.6**

**OBJECTIVE**

To ensure that incident scenes are handled professionally and properly.

**PROCEDURES**

SIRV as a Secondary Response Unit

When arriving on a scene as a secondary responder, the SIRV staff will contact the on scene Road Ranger or Road Ranger Supervisor, deploy additional MOT equipment, and obtain pertinent information like, arrival and departure times of agencies, what agencies were on scene, and what services have been provided.

SIRV will also release any Road Rangers from the scene that are no longer needed. Contact Fire Rescue Incident Commander to inquire about any Haz-Mat situations, injury severity, estimated clearance time, and also offer any assistance.

SIRV will gather Fire Department's name, case number, notification, arrival and departure times, equipment (trucks) on scene, type of HazMat and debriefing contact information. In addition to the Fire Department, SIRV will also contact Law Enforcement Incident Commander or Lead Investigator. SIRV will obtain estimated clearance times from Law Enforcement Officer and offer assistance.

SIRV will also need to obtain all Law Enforcement Officers' names and case numbers that were on scene, times, description of the incident and debriefing contact information.

SIRV is to contact the towing service and obtain the towing company name, times and debriefing contact information.

If there is a HazMat situation or any kind of spill larger then SIRV can handle and there is an environmental clean up on the scene, SIRV will obtain environmental agency name, times and debriefing information.

In case of a fatality the SIRV operator will contact the on scene Medical Examiner or body removal service representative, obtain what ME or body removal company was on scene, times and debriefing information.

If there is any infrastructure damage SIRV is to contact the proper maintenance provider and obtain the maintenance supervisors' name and times.

SIRV Response without Road Rangers

SIRV activations may occur during times when road rangers are not on duty. When a SIRV unit is activated during this time, the operator's main concern upon arrival at an incident is protection of responders and the incident scene. The operator will evaluate the scene and deploy necessary on board maintenance of traffic (MOT) equipment to deal with the situation. Once MOT is in place the operator or another assigned responder must stay with the MOT to monitor traffic activities and the need for MOT adjustment. At no time will any MOT be left unattended. Once the operator is relieved of MOT duties they can respond to the actual scene to make contacts and determine further needs.

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**Jurisdictional Boundary Procedures**

**Sec. 2.7**

**PURPOSE**

The purpose of this policy is to provide guidance to SIRV Operators when involved in incidents occurring within other jurisdictions or on the boundaries of other jurisdictions.

**GENERAL**

The SIRV intrastate highway working area in Broward County is bordered by five other highway jurisdictions: Palm Beach County FDOT District Four to the North, Miami Dade County FDOT District Six to the South, Collier County FDOT District One to the West, along with the Eastern and Western borders with the I595 Express LLC Project and The State Road 869 (Sawgrass Expressway) ramps where they intersect with I-75 and I-595.

Due to patrol zone requirements, some Road Ranger response areas overlap into the four jurisdictions covered under FDOT and the Sawgrass Expressway. SIRV will be dispatched and provide **limited First Responder** services in these multi-jurisdictional Road Ranger Patrol areas. There are no multi-jurisdictional Road Ranger patrol areas with the borders of Collier County or the I595 Express LLC Project.

The SIRV intrastate highway working area in Palm Beach County is bordered by Broward County to the South and Martin County to the North.

Due to patrol zone requirements, some Road Ranger response areas overlap into the other Counties. If a SIRV Operator is providing service in Broward County they shall provide full service as usual. If SIRV is attending an incident in Martin County they will provide **limited First Responder** service.

**Limited First Responder** services are defined as MOT deployment, spill containment and or minor spill mitigation up to 25 gallons, minor asphalt repair, assisting in vehicle removal as well as updating the Regional Transportation Management Center (RTMC) as to the status of the incident and need for a response from the proper jurisdiction.

Upon the approval of a SIRV Manager or any RTMC Manager, the SIRV may be dispatched to assist other jurisdictions on State Roads. SIRV may then provide any of our services as requested by the other jurisdiction.

If SIRV is a first responder to an incident in the I595 Express LLC Project area our duties will be limited to scene safety with MOT, fire suppression, first aid and spill containment. The SIRV Operator will advise their FDOT dispatcher of the location and nature of the incident and notify them that SIRV will be switching to the I595 Express LLC dispatch channel to work the incident. SIRV will then advise the I-595 dispatcher of their location and nature of the incident. They will also advise the dispatcher of what their involvement has been and keep the dispatcher updated until the I595 Express LLC Road Rangers or SIRV Unit arrives.

**Broward Boundaries**

**On I-95**

The Northern SIRV boundary for I-95 is the Broward / Palm Beach County Line with limited first responder services provided Northbound from the boundary line up to Palmetto Park Road.

The Southern SIRV boundary for I-95 is the Broward / Miami Dade County Line with limited first responder services provided Southbound from the boundary line up to Ives Dairy Road.

**On I-75**

The Southern SIRV boundary for I-75 is the Broward / Miami Dade County Line with limited first responder services provided Southbound from the boundary line up to Miami Gardens Drive

The Northern SIRV boundary for I-75 is the Broward / Collier County Line at Mile Marker 50. Any services north of the County line must be requested from another agency and approved by either a SIRV or RTMC Manager.

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**With State Road 869 (Sawgrass Expressway)**

The SIRV boundary on the ramps to and from State Road 869 (Sawgrass Expressway) is the concrete overpass at SW 8 Street. This overpass is located between West Sunrise Blvd and the interchange for both I-75 and I-595. SIRV jurisdiction starts on the South side of the overpass and continues Southbound. Limited First Responder services are provided Northbound from the boundary line up to Sunrise Blvd.

**With I595 Express LLC**

All boundaries with I595 Express LLC have been marked with "T" type reflective delineators. Unless SIRV is on scene as a first responder, they will not respond to incidents in the I595 Express LLC jurisdiction unless requested and properly approved.

**East Side**

Westbound I-595 SIRV jurisdiction stops where the concrete portion of the Pond Apple Creek Bridge ends which is West of I-95 and before the State Road 7 exit ramp.

Eastbound ramp from I-595 to N/B I-95 SIRV jurisdiction starts on the ramp at the Western edge of SW 26 Terrace.

Eastbound on I-595 SIRV jurisdiction starts on both the main line and the E/B ramp to S/B I-95 at the point where the ramp and the mainline are divided by a wall at the widest part of the apex.

**West side**

Ramp from the Sawgrass Expressway to W/B I-75 SIRV jurisdiction stops where the ramp merges onto N/B I-75 and W/B I-595 ramp.

Ramp from the Sawgrass Expressway to E/B I-595 SIRV jurisdiction stops at the East side base of the flyover where the concrete roadway portion meets asphalt.

Ramp from W/B I-595 to N/B Sawgrass Expressway SIRV jurisdiction starts where the asphalt roadway portion of the ramp meets the concrete portion of the ramp flyover.

Ramp from W/B I-595 to S/B I-75 SIRV jurisdiction starts where the asphalt roadway portion of the ramp meets the concrete portion of the ramp flyover.

Ramp from W/B I-595 to Weston Road and SR-84 SIRV covers this ramp from where it separates from I-595 to where it merges onto SR-84.

Ramp from W/B I-595 to N/B I-75 SIRV jurisdiction starts at the beginning of the apex where it merges onto I-75.

Ramp from S/B I-75 to E/B I-595 SIRV jurisdiction ends at a point just east of the N/B lanes of I-75 that run below the ramp.

**Palm Beach Boundaries**

**On I-95**

The Northern SIRV boundary on I-95 is the Palm Beach / Martin County Line with limited first responder services provided north of that location

The Southern SIRV boundary on I-95 is the Palm Beach / Broward County Line with full responder services provided in Broward County as requested by a Manager.

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**Jurisdictional Disputes**

SIRV will respond to any incident they are dispatched to regardless of jurisdiction. If a SIRV Operator suspects the incident is outside of SIRV response areas they will communicate this to the dispatcher but continue to the incident. A RTMC Manager will be the person who determines jurisdiction for FDOT District Four SIRV Units.

Once on scene, the SIRV Operator will communicate their observations to the RTMC Manager so jurisdiction can be determined. Until proper jurisdiction is determined, the SIRV Operator will handle an event as if it is in their jurisdiction. If the SIRV Operator is told to continue handling the incident and they feel the decision was not proper, they will take photographs of the scene to properly document the location. After clearing the incident they will submit the photographs and a To / From memo explaining their opinion about the jurisdiction to the SIRV Manager for follow-up.



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**SIRV Operator Responsibilities on RISC Calls**

**Sec. 2.8**

**Purpose**

The purpose of this policy is to provide guidance to SIRV Operators with regard to FDOT District Four's Rapid Incident Scene Clearance (RISC) Program.

**General**

The purpose of the RISC Program is to expedite the safe clearance of major incidents from the highways using heavy duty, specialized equipment. This program is put in place in conjunction with Florida's "Open Roads Policy," which states that the roadways will be cleared as soon as possible with the goal of all agencies that incidents be cleared within 90 minutes of the arrival of the first responding officer.

The RISC program offers financial incentives to qualified companies to respond to and clear major incidents such as large vehicle crashes, rollovers, fires and cargo spills within a specified period of time.

FDOT District Four has instituted a RISC Program in the entire District including the areas covered by SIRV. Although the Florida Highway Patrol (FHP) is responsible for making the final determination for initiating a RISC call out, the SIRV Operator will need to work closely with FHP to assist in making this determination.

In order for a SIRV Operator to assist FHP in making a decision to activate RISC, a SIRV Operator must be familiar with FHP's RISC activation criteria and procedures. The criteria and activation policy are as follows:

**EVENTS, CRASHES OR TRAFFIC INCIDENTS FOR RAPID INCIDENT SCENE CLEARANCE**

- A. Tractor Trailer Combinations (DOT Class 8)
  - Rollover blocking one or more travel lanes
  - Multiple truck crash
  - Lost Load on or affecting the travel lanes
  - Load Shifted on or affecting a travel lane
  - Lost tandems or split trailer on or affecting a travel lane
  - Truck fire with tires burned off or cargo spilled
  - Major impact with or on top of a barrier wall, guard rail or with a bridge support.
  
- B. Trucks over 16,000 lbs. (DOT Class 5, 6 & 7)
  - Rollover blocking one or more travel lanes
  - Lost load on or affecting the travel lanes
  - Load shifted on or affecting a travel lane
  - Truck fire with tires burned off or cargo spilled
  - Major impact with or on top of a barrier wall, guard rail or with a bridge support.
  
- C. Motor Homes and Motor Coaches (DOT Class 5 and 6)
  - Rollover blocking one or more travel lanes
  - Fire with tires burned off
  - Major impact with or on top of a barrier wall, guard rail or with a bridge support
  
- D. Busses (16 passenger or more, DOT Class 6, 7 & 8)
  - Rollover blocking one or more travel lanes
  - Fire with tires burned off or burned luggage on the roadway
  - Major impact with or on top of a barrier wall, guard rail or with a bridge support

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- E. Aircraft
  - Any incident involving an aircraft effecting the travel lanes
- F. Large yacht type boats
- G. Mobile Homes, Modular Homes, or Modular Buildings

*Note: In addition, any complex or extended incident where vehicles cannot be easily towed from the scene or are creating a hazard to traffic may be candidates for using the "Vendor" as directed by the Department*

**FLORIDA HIGHWAY PATROL RISC ACTIVATION PROCEDURES**

**ARRIVAL ON SCENE – RISC ASSESSMENT**

When a Trooper arrives on the scene of a possible RISC activation, use the RISC Criteria descriptions on the reverse side to determine if notification should be made.

**NOTIFICATION**

Notify Lieutenant as soon as possible to respond for verification.

From time of notification, the RISC Responder has 60 minutes to arrive. Dispatch will notify the BCRTMC to make RISC Responder notification.

**RISC RESPONDER ARRIVAL**

When RISC providers arrive, they must arrive with three separate units:

- A 50 ton rated (or higher) wrecker,
- A 50 ton rated (or higher) rotator wrecker,
- Support truck and/or trailer combination.

When all three arrive, notify dispatcher that RISC has arrived. This time interval is critical to RISC Responders making a claim for incentive payments.

**All three vehicles must have a current "Authorized RISC Recovery Vehicle" sticker located on the driver's side of the vehicle. A RISC vehicle without the RISC Certification Sticker on the side is not authorized for recovery, and as such, the RISC Responder **HAS NOT** arrived with required equipment.**

**NOTICE TO PROCEED**

The Lieutenant or Trooper on scene will give the RISC Responder authorization to proceed. Once the RISC Responder is given a "Notice To Proceed", they have 90 minutes to clear the roadway so that traffic can resume.

**CLEARANCE**

When vehicles are removed and debris is cleared from the roadway; so that the highway can be opened to traffic, notify dispatch. This time interval is critical to RISC Responders making a claim for incentive payments.

**SIRV Operators Responsibilities**

SIRV will be dispatched to **all** RISC activations within the SIRV response area regardless of the time of day or incident level.

SIRV may also be dispatched to RISC activations outside their response area when approved by a SIRV, TMC or FDOT Manager.

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SIRV Operators will work with FHP to assist them in making a decision to activate RISC.

The TMC Dispatcher will advise SIRV when RISC has been activated by FHP.

SIRV Operators will examine each piece of wrecker company equipment as it arrives to see if it is properly decaled as a RISC response vehicle.

SIRV Operators will notify dispatch as each piece of RISC equipment arrives. Such notification will include the type of equipment and truck number.

If additional non wrecker equipment is required the SIRV Operator will notify dispatch. The SIRV Operator will then also notify dispatch when each piece of additional equipment arrives.

SIRV Operators will notify dispatch when FHP has given the notice to proceed. They will also notify dispatch when notice to proceed has been suspended and then restarted.

SIRV Operators will notify dispatch when the RISC provider has cleared all lanes even if the lanes remain closed for reasons beyond the control of the RISC provider.

SIRV Operators reports will include all of the RISC response equipment along with their times for notification, dispatch, arrival and clearance.

The report will also have the time that the RISC provider had the lanes cleared. This is not always the time the lanes were opened as other agencies may keep lanes closed after the RISC provider has completed their job.

A copy of the finalized SIRV report will be given to the TIM coordinator to be included in their RISC post incident analysis.

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**Hurricane Procedures**

**Sec. 3.1**

**PURPOSE**

To govern the process of what to do in case of a hurricane or severe weather incident.

**PROCEDURES**

Preparedness

When a hurricane watch has been issued, SIRV staff will ensure that the SIRV trucks are fully equipped and fueled up at the end of each shift. When an evacuation is ordered, two SIRV trucks will be on duty patrolling the highways. Work hours and locations may vary and will be determined by the FDOT Freeway Operations Manager or their designee. Truck assignments will be determined by one of the following persons; the FDOT SIRV project manager, RTMC Manager or the SIRV Manager and will be based on the type of evacuation called for. SIRV staff that are required to work during and after the storm will report for work with enough uniforms, food and water to last a 48 hour period. The main focus of SIRV before a storm is to facilitate the movement of traffic out of an evacuation area.

SIRV Call Prioritization during Evacuations

The first responsibility of SIRV is to respond to lane blockages affecting evacuation traffic flow. If there is more than one blockage in the evacuation direction, then the blockage restricting a higher percentage of travel lanes will be handled first. Secondly, the SIRV will respond to non evacuation direction lane blockages. Thirdly, the SIRV will assist with Road Ranger calls as needed.

During Storm Activity

Once evacuations are complete and roadways are clear all SIRV trucks will be fully fueled and stocked with extra supplies. Once driving conditions become hazardous (as determined by SIRV Operators) both trucks will respond to their during storm shelter locations. While at their shelters, SIRV staff will keep abreast of traffic conditions.

Storm Recovery

As the storm subsides, SIRV Operators will determine when conditions have improved enough to resume operations. At this point, unless otherwise directed by FDOT Management, SIRV trucks will return to patrolling the highways. At that time two of the off duty SIRV Operators will report to work as soon as possible to relieve Operators that worked during the storm. SIRV Operators reporting for work after the storm will bring with them enough uniforms, personal gear, food and water to last at least 48 hours. Work hours from that point on will be determined by one of the following; the FDOT SIRV project Manager, the RTMC Manager or the SIRV Manager.

Each SIRV truck will have an after storm assigned patrol area. The first responsibility of SIRV will be responding to reported lane blockages. Lane blockage responses will be prioritized by the percentage of lanes blocked. When not on a call, SIRV will check all directions of their assigned highways for infrastructure damage and blockages. SIRV Operators will report any infrastructure damage or blockages to the TMC.

When all roadways have been checked and blockages have been cleared SIRV will assist Road Rangers with calls for service as needed until normal operations are resumed.