

**Florida Department of Transportation**  
**Road Ranger Service Patrol**  
**STANDARD OPERATING GUIDELINES**

**Objective**

**Section A**

The Florida Department of Transportation, hereafter referred to as the Department or FDOT, desires to provide Road Ranger Service Patrol services to motorists stranded with disabled vehicles on State Road 9 (Interstate 95), State Road 84, State Road 862 (Interstate 595), State Road 93 (Interstate 75) and other roads in Broward County as directed by the Department.

The Road Ranger Service Patrol services, as outlined in their Road Ranger Service Patrol Standard Operating Guidelines and as agreed to in the Open Roads Policy, shall also include assisting the District Four Regional Transportation Management Center (RTMC) with traffic and incident management to reduce traffic congestion and delays caused by non-recurring events.

The services to be provided shall include, but not be limited to, patrolling I-95, I-75 and I-595, clearing disabled vehicles from travel lanes, changing flat tires, jump-starting batteries, removing minor non-hazardous spills and debris from the highway, and assisting the Florida Highway Patrol and the Severe Incident Response Vehicle (SIRV) during incidents. See Section F herein for more detailed information.

Service Patrol Vehicle Operators shall be responsible for patrolling the entire I-95 corridor in Broward County beginning at the Miami-Dade County line and extending to the Palm Beach County line; the entire I-595 corridor from I-75 to Port Everglades; the entire I-75 corridor from the Miami-Dade County line to mile marker 50 (west of the Alligator Alley Toll Plaza); and, any other areas within District Four as designated by the Department.

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**Description and Glossary**

**Section B**

**DESCRIPTION**

This Standard Operating Guideline is produced to provide the Service Patrol Vehicle Operators with information for correctly performing their job responsibilities. It contains sections on the General Requirements of this position, Safety, Radio Communications, Reports, Supervision, and Training.

**GLOSSARY**

**AVL:** Automatic Vehicle Location

**Contract:** The agreement by the **CONTRACTOR** to meet or exceed the requirements of this document in its entirety, including any portions prior to this Exhibit and any appendices attached hereafter.

**CONTRACTOR:** The individual, partnership, corporation, or business entity engaged for hire.

**Corridor:** Any freeway in Broward County, including all on-ramps and off-ramps providing access to and from said freeways. The Interstate 595 corridor shall also include all **DEPARTMENT** or RTMC requested assistance for State Road (SR 84).

**DMS:** Dynamic Message Sign(s)

**FDOT or DEPARTMENT:** Florida Department of Transportation; including the Department Project Manager for this Contract.

**FHP:** Florida Highway Patrol

**LEO:** Law Enforcement Officer

**ORP:** Open Roads Policy; See Attachment J herein.

**Operator:** See Service Patrol Vehicle Operator

**RTMC:** Regional Transportation Management Center. Any reference to the RTMC is an operation supported by the **DEPARTMENT**.

**Road Ranger Service Patrol:** The name of the FDOT program, which offers free roadside assistance to motorists and other services as described herein.

**SIRV:** Severe Incident Response Vehicle

**Scope of Services:** This Exhibit in its entirety, including any appendices attached hereafter.

**Service Patrol Vehicle:** All vehicles, as required and described herein, which shall by contract be provided and maintained by the **CONTRACTOR**, that are to be utilized to meet the Scope of Services of this Contract.

**Service Patrol Vehicle Operator:** A hired driver or employee of the **CONTRACTOR**; possessing all required license; trained by the **CONTRACTOR** as a driver / operator of the **CONTRACTOR'S** vehicles and has satisfactorily completed the FDOT District Four online Road Ranger training program; also referred to as Operators.

**Service Patrol Vehicle Operator Supervisor:** Also referred to as Supervisor; see the Scope of Services.

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**SLERS:** Statewide Law Enforcement Radio System. A common communications system (radio) for State Law Enforcement, authorized by Florida Legislature for the Department of Management Services.

**SOG:** Road Ranger Service Patrol Standard Operating Guidelines

**TIM:** Traffic Incident Management

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**Mission Statements**

**Section C**

**Service Patrol Mission**

Provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders.

**RTMC Mission**

Lead an integrated operation to proactively monitor and control the surface transportation system within FDOT District 4.

**Open Roads Policy**

It is the goal of all responding agencies that all incidents be cleared from the roadway within 90 minutes of the first responding officer. Refer to Attachment J herein for the full description of the policy.

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**Safety Rules and Regulations**

**Section D**

Service Patrol Vehicle Operators shall follow the following safety rules and general regulations.

**1. Driver Safety**

All Service Patrol Vehicle Operators will wear their seat belt while operating a Service Patrol Vehicle.

**2. Driving Safety**

Obey all traffic laws regarding vehicle movement, lane changes, merging, speed, etc.

Service Patrol Vehicles are not to travel on the shoulders or in HOV lanes during normal patrol conditions, unless:

- a. Responding to a specific emergency request.
- b. At the direction of law enforcement and/or the RTMC.
- c. Shoulder usage shall be used with extreme caution at low speeds, ranging from 10 to 15 mph.

Stop on the highway only to provide services described herein.

**3. Scene Safety**

Service Patrol Vehicle Operators should be aware that the nature of their job assignment on interstate highways exposes them to the hazards of moving traffic, traffic congestion, obstructions, and debris. Driving in these conditions is dangerous and requires attention to traffic conditions at all times. When out of the vehicle, Operators are more vulnerable to injury. Remain alert and always monitor approaching traffic.

Exercise caution and safety at all times, while on a traffic/incident scene.

When Service Patrol Vehicles are stopped on the shoulder, or behind a vehicle in lanes of traffic, they shall allow a large gap between their vehicle and the vehicle they are servicing to prevent injury. The recommended interval is 30-50 feet.

All Service Patrol Vehicle lighting, including but not limited to warning/strobe light bar, spot light, flashers and arrow board shall be utilized while on scene during an event.

Warning/Strobe light bars shall be used in conformance with the Florida Motor Vehicle Code and only in the following circumstances:

- When merging or exiting from traffic lanes to an incident site.
- To warn traffic when performing services specified herein.

Service Patrol Vehicle Operators shall:

- Conduct a visual check in the rear view mirrors and by looking out the windows, before exiting the vehicle for approaching vehicles.
- After exiting the truck, stay away from traffic. Approach vehicles on the non-traffic side for safety.
- Wear required orange safety vests with reflective striping, at all times while outside the Service Patrol Vehicle. Vests must be ANSI Class 3 rating and/or reflective rain suit.
- Always place maintenance of traffic (MOT) before servicing the motorist's vehicle.
- Not turn their back to traffic and always monitor approaching traffic.

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- Use extreme caution in moving all disabled vehicles.
- Use all tools, towing devices, and other equipment safely. Safety equipment is provided to prevent injury.
- Take your time. Use caution! Rushing on a scene can lead to injuries. When rushing, you tend not to look up.

During inclement weather, lightning can be dangerous.

- Stay inside your vehicle.
- Avoid wide open areas.
- Avoid trees, utility poles, and light poles.
- Avoid contact with metal (example: guardrails)

Inclement weather and darkness can also reduce an approaching driver's view of objects through their windshield (Rain, worn windshield wiper blades, and glare from headlights and emergency lighting).

**SAFETY MESSAGE TO ROAD RANGERS:**

Nothing in this job is more important than going home safely! Always Use Caution!

**4. Regulations**

VIOLATION OF ANY OF THE FOLLOWING REQUIREMENTS SHALL CONSTITUTE GROUNDS FOR IMMEDIATE TERMINATION OF THE EMPLOYEE.

THE CONTRACTOR MUST REPORT ANY VIOLATIONS TO THE FDOT PROJECT MANAGER, IN WRITING.

Service Patrol Vehicle Operators will not possess or consume any alcoholic beverage while on duty.

Any Service Patrol Vehicle Operator reporting for duty that shows evidence of having been drinking or being intoxicated will not be allowed to go on duty and operate a Service Patrol Vehicle.

Service Patrol Vehicle Operators will not possess or consume any controlled substance while on duty. Service Patrol Vehicle Operators who need to take prescription medication due to an illness will immediately notify the Service Patrol Vehicle Operator Supervisor. The Service Patrol Vehicle Operator Supervisor may need to determine from the prescription bottle or contacting the Service Patrol Operator's physician if the Service Patrol Vehicle Operator can safely operate equipment and drive a motor vehicle before being allowed to go in service. Any Service Patrol Vehicle Operator reporting for duty that shows evidence of being under the influence of controlled substances will not be allowed to go on duty and operate a Service Patrol Vehicle.

No Service Patrol Operator is authorized to carry firearms or other weapons either on their person or in the Service Patrol Vehicle, except for a utility knife or a "leatherman" type utility tool containing a knife.

Note: The use of red or blue flashing or revolving lights, or a police siren, is prohibited under this contract and by Florida Statute.

Service Patrol Vehicle Operators will not accept payment for any type of service rendered.

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**General Requirements**

**Section E**

**1. Project Area**

The Project Area is defined as the entire I-95 corridor in Broward County beginning at the Miami-Dade County line and extending to the Palm Beach County line; the entire I-595 corridor from I-75 to Port Everglades; the entire I-75 corridor from the Miami-Dade County line to mile marker 50 (west of the Alligator Alley Toll Plaza); and, any other areas within District Four as designated by the Department.

See Attachment A which contains a breakdown of the shifts, shift times, number of vehicles required per shift, and the length of the shifts.

**2. Hours of Service**

Service Patrol Vehicles will operate 13 hours per day, five days per week, including Department observed holidays for the term of the Contract. Hours and days of operation may vary according to budget constraints, and will be implemented through a contract amendment.

The hours of services during holidays may vary from the weekdays/normal hours of services, and shall be adjusted at the Department's discretion.

The Department reserves the right to adjust the shift times and the number of Service Patrol Vehicles required per shift, to meet the Department's needs.

**3. Service Patrol Vehicle Beats**

Service Patrol Vehicles shall operate in designated patrol beats as determined by the Department, which may vary, based on need.

Service Patrol Vehicles will normally enter and exit at the nearest interchange, rest area, or designated paved crossovers. Crossing the median shall be avoided at all times, unless directed to do so by the Department or a Law Enforcement Officer.

The Service Patrol Vehicles shall continuously patrol their respective beats in their designated loops during the hours of 6:00am to 9:00am and 4:00pm to 7:00pm, unless otherwise specified herein or directed by the Department. From 9:00am to 4:00pm, Service Patrol Vehicles shall remain stationary at the designated locations below until dispatched by the RTMC.

**Stationary Locations**

Approved stationary locations for District 4 Broward Road Ranger vehicles during off-peak hours or when experiencing extreme weather conditions are:

- Beat 1 I-95 Southbound off ramp to Sheridan St
- Beat 2 Tri Rail Parking Lot (Broward Blvd)
- Beat 3 Tri Rail Parking Lot (Cypress Creek Rd)
- Beat 4 East Costco Parking Lot (University Dr & I-595)
- Beat 4 West Citgo/Mobil Gas Station at Indian Trace exit
- Beat 5 North Shell Gas Station at Griffin Rd (I-75)
- Beat 5 South Shell Gas Station at Sheridan St (I-75)

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**4. Drop Locations/Emergency Stopping Sites**

Some Service Patrol Vehicle Beats may have designated vehicle drop locations or emergency stopping sites.

A drop location or emergency stopping site is a designated space on the exit ramps for parking a disabled vehicle, if the roadside shoulder is not of sufficient width.

In some circumstances, an emergency stopping site may not exist, but the shoulder will be wide enough for dropping a vehicle.

The Department will determine these locations with the assistance of the Contractor.

- a. Broward County - See Attachment G
- b. Palm Beach County - See Attachment G

**5. Beat Adjustments**

At any time during the Contract's term, the Department reserves the right to adjust Service Patrol Vehicle Beat locations to better accommodate demand for service.

The Department will advise the Contractor of any required adjustment to a beat location in writing forty eight (48) hours prior to the effective date of adjustment.

Adjustments to beat locations will not change the overall limits over which the Contractor is to provide service under this contract.

If an emergency warrants, the Department reserves the right to temporarily reassign Service Patrol Vehicles to patrol locations outside a Beat or project area, including another county within the District 4 area.

As a result of regular established patrol beats, Service Patrol Vehicle Operators patrol to the next exit after leaving their assigned county jurisdiction. If a Service Patrol Vehicle Operator encounters a motorist outside their jurisdiction, they will stop and provide the same services they normally provide. If a vehicle can not be moved from the road, or if the event will be prolonged, the Service Patrol Vehicle Operator will notify the RTMC, and request the assistance of a Service Patrol Vehicle Operator or FHP Trooper from the adjoining county jurisdiction. They shall remain on scene until they are relieved by the responding unit.

**6. Authorized Service Patrol Vehicle Stops**

Service Patrol Vehicle Operators **shall not stop** continuous patrolling of their designated Service Patrol Beat during peak hours without the authorization of the Department. Authorized stops shall include, but are not limited to:

- a. Assisting stranded motorist with minor repairs.
- b. Removing disabled vehicles from travel lanes.
- c. Removing small spills and debris from the travel lanes.
- d. Assisting Law Enforcement Officers, SIRV staff or other public responding agencies with incident site traffic management.
- e. Rest (15 minutes) or lunch (30 minutes) period.



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- f. Bathroom break (15 minutes).
- g. Re-fueling Service Patrol Vehicle.

**Rest and lunch periods shall be postponed or interrupted at the discretion of the Department if the services of the Service Patrol Vehicle Operator are needed.**

**7. Authorized Leave From Service Patrol Beat**

Service Patrol Vehicles shall not leave their designated Beat without the authorization of the Department. Authorized leave shall include, but not be limited to:

- a. Mechanical failure of the Service Patrol Vehicle. In this instance a backup vehicle shall be put into service within a 30-minute time frame.
- b. Replenish supplies or refuel at the nearest facility not to exceed two miles from beat. The vehicle leaving the beat for obtaining the fuel or supplies, may do so no more than once per shift, and must return to service within 30 minutes.
- c. Response to an order from Law Enforcement Officer, SIRV staff or Fire Department Official.
- d. Provide a Service Patrol Vehicle Operator a lunch period of no longer than 30 minutes and two rest periods of no longer than 15 minutes each. All such periods shall only be between the hours of 9:00 A.M. and 3:00 P.M. EST, on any working day.
- e. To bypass a queue to reach an incident or lane blockage.
- f. To change Operators.

**Note: Service Patrol Vehicle Operators shall notify and get clearance from the RTMC when a request is made to leave the beat by another agency.**

**Note: The RTMC needs to authorize any rest or meal periods before the Service Patrol Vehicle Operator leaves their beat.**

**Note: Rest and meal periods shall be postponed or interrupted at the discretion of the RTMC if the services of the Service Patrol Vehicle Operator are needed.**

**8. Service Patrol Vehicle Operator Shift Changes**

Service Patrol Vehicle Operators shall not leave their shifts until they receive authorization from the Department.

When a Service Patrol Vehicle Operator receives a request for service or assistance from either the Department or a Law Enforcement Officer near the end of the Operator's shift, the Service Patrol Vehicle Operator shall respond. The Department shall pay the Contractor for the extended period. The rate of payment shall be the established hourly contract rate and shall be calculated to the nearest one half hour (½ hour).

The required services shall be made prior to making shift change.

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**9. Maintenance of Service Patrol Vehicles**

The Service Patrol Vehicles shall be kept neat and clean, and shall be maintained in conformance with this Contract, the requirements of the Motor Vehicle Code, applicable Florida Statutes, Rules of the Department of Highway Safety and Motor Vehicles, and Broward County Ordinances.

**10. Florida Highway Patrol Towing Service Rotation System**

If a motorist does not request a specified towing service, repair facility, or individuals to assist them, the Service Patrol Vehicle Operator shall contact the Department to request that towing service be provided through the FHP towing service rotation system, OR if a motorist does not have a cell phone, a Service Patrol Vehicle Operator shall allow the motorist to use their cell phone to call \*FHP to request Rotation Towing. The FHP Dispatcher will get the required information directly from the motorist. The Service Patrol Vehicle Operator is required to notify the RTMC that a Rotation Tow has been requested by the motorist.

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**Service Patrol Vehicle Operator Duties and Responsibilities**

**Section F**

The Service Patrol Vehicle Operators shall perform the following duties and responsibilities:

**1. Abandoned Vehicles**

When an abandoned vehicle is observed, the Service Patrol Vehicle Operator shall contact the RTMC and report the vehicle's location, make, color, body type, license plate number, and whether or not it is impeding traffic. The RTMC shall provide the information to the FHP.

Service Patrol Vehicle Operators shall visually inspect the interior of the vehicle and report anything unusual or suspicious to the RTMC.

If the abandoned vehicle is impeding traffic, or is considered to be a potential safety hazard, the Service Patrol Vehicle Operator shall call the RTMC, to request the assistance of FHP, or permission to move the abandoned vehicle to the shoulder.

**Towing**

1. DO NOT communicate to a motorist that they may leave their vehicle without risk of being towed by FHP.
2. By law, the motorist has up to six hours to remove the vehicle provided it is in a safe location.
3. FHP may tow vehicles at ANY TIME if it is deemed to be in an unsafe location, looks suspicious, has been vandalized, and/or for construction needs.

**REPORTING REQUIREMENT**

The Service Patrol Vehicle Operator will notify the RTMC of all abandoned vehicles. The RTMC will provide the Service Patrol Vehicle Operator with the Event confirmation number. This number, along with the date, time, and Service Patrol Vehicle Truck Number, will be clearly marked on the rear window of the vehicle. The RTMC may ask for Service Patrol Vehicle Operator assistance with updating the status of abandoned vehicles in the system, in cases where the vehicle may not be visible via closed circuit television (CCTV) camera.

**2. Accidents**

When dispatched to an accident call, the Service Patrol Vehicle Operator will respond as quickly as possible. When arriving, they will check for injuries and advise the RTMC.

After reporting to the RTMC, the Service Patrol Vehicle Operator will attempt to remove vehicles from the roadway when no injuries are reported. If injuries are reported, the Service Patrol Vehicle Operator will not move any vehicles.

The Service Patrol Vehicle Operator will then set up MOT as appropriate to ensure safety on the scene.

The Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.

**REPORTING REQUIREMENT**

The Service Patrol Vehicle Operator will notify the RTMC of all accidents detected. The RTMC will provide the Service Patrol Vehicle Operator with the event confirmation number following the collection of all necessary information. It is the responsibility of the Service Patrol Vehicle Operator to report any changes in the event to the RTMC, particularly when it involves lane blockage. It is a performance measure of the RTMC to document said changes into the SunGuide software system, and update any external communications, such as DMS signs, text messaging, or contacting 511 traveler information services or another RTMC.

Many accident scenes will require the Service Patrol Vehicle Operator to set up maintenance of traffic (See MOT section below). For safety reasons, specific guidelines must be followed by the Service Patrol Vehicle Operator when setting up their MOT.

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**a. Incident Levels**

**Level 1:** Impact to traveled roadway is estimated to be less than 30 minutes, with minor or no lane blockage.

**Level 2:** Impact to traveled roadway is estimated to be more than 30 minutes, but less than two hours, with lane blockages, but not full closure of the roadway.

**Level 3:** Impact to traveled roadway is estimated to be more than two hours and/or the roadway or ramp is fully closed in any direction.

**b. Injuries:**

**Fatality:** To prevent the possibility of an invalid fatality notification, any of the following scenarios will need to take place when handling reports of fatalities:

1. Service Patrol Vehicle Operator confirms report of fatality received from FHP or Fire Rescue on the scene.
2. The RTMC confirms the fatality with FHP via landline.
3. SIRV Unit on the scene confirms fatality.

**3. Advice to Motorists**

Motorists shall be initially advised, prior to providing services, the following:

Moving, fueling, servicing their vehicle, or calling a towing service is being provided free of charge as a courtesy by the Florida Department of Transportation.

Once the vehicle is cleared from travel lanes, Service Patrol Vehicle Operators may only attempt minor repairs not to exceed approximately 15 minutes.

Should repairs not prove possible within the 15 minute time frame due to their complexity, the motorist shall be allowed up to three telephone calls of three minutes duration each, using the Service Patrol Vehicle Operator's cellular telephone, to make arrangements for further service, towing, or transportation.

All costs for further service, towing, or transportation must be paid by the motorist. **Under no circumstances shall a Service Patrol Vehicle Operator accept any compensation for services performed under this Contract from a motorist.**

Note: In no event shall the Contractor or the Service Patrol Vehicle Operator provide or recommend any towing, repair service, or facility to the disabled motorist. If the motorist requests the assistance of a motor club, the operator will provide the motorist with the use of a cellular phone.

**4. Animals**

After clearing the animal from the travel lane, the Service Patrol Vehicle Operator shall call and report the location, type, and condition of injured or dead animals to the RTMC.

1. Dead animals will be removed by FDOT Maintenance.
2. Live animals, RTMC will contact Animal Control.

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**5. Assistance to Law Enforcement Personnel**

The Service Patrol Vehicle Operator shall assist to Law Enforcement Personnel when requested.

Any request by Law Enforcement Officials to provide assistance beyond the limits of this scope of services shall be authorized by the Department. If such an incident occurs, contact the RTMC for further instructions.

Service Patrol Vehicle Operators shall follow the instruction of, and obey the orders of, Law Enforcement personnel.

**6. Assistance to Motorists**

The Service Patrol Vehicle Operators shall provide prompt, courteous, and skillful assistance to motorists as follows:

- a. Move the disabled vehicle from traffic lanes.
- b. Change flat tires. Note: Some aluminum wheels have steel spares that require special lug nuts.
- c. Provide jump-starts.
- d. Provide up to one gallon of fuel. If a motorist requests fuel:
  1. Service Patrol Vehicle Operator will request that the motorist attempt to start the vehicle to determine if fuel is needed.
    - a) If vehicle **does** start, fuel will not be dispensed.
    - b) If vehicle **does not** start, enough fuel (up to one gallon) will be dispensed to allow the motorist to reach the closest fueling location.
- e. Provide up to one quart of SAE 30 grade motor oil.
- f. Provide water.
- g. Assist motorist with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes).

**WARNING!** Do not stand between vehicles! Watch approaching traffic at all times! Monitor traffic while servicing a vehicle under the hood.

High end vehicles should not be serviced. Most dealers provide their own towing and repair service:

- Aston Martin
- Bentley
- BMW convertibles
- Ferrari
- Lamborghini
- Maserati
- Mercedes Benz
- Porsche
- Rolls Royce

Commercial Vehicle size limits the amount of service you can provide. Most have roadway assistance plans for tires or towing, set up MOT, offer use of cell phone, water, and hold a flashlight.

Note: The Contractor or Service Patrol Vehicle Operators shall not charge any fees, accept any gratuities, recommend secondary towing service, or recommend repair/body shops.

VIOLATION OF THIS REQUIREMENT SHALL LEAD TO GROUNDS FOR IMMEDIATE TERMINATION OF THE EMPLOYEE.

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**7. Clearing, Clean-up, and Debris Removal**

Clear lanes of all disabled vehicles encountered in the Service Patrol Vehicle Beat by removing them to the shoulder or Emergency Stopping Sites on an exit ramp. See Emergency Stopping Sites, Attachment G.

Use appropriate containers to store small materials collected from travel lanes or at the incident sites during clean up. Operators shall not dispose of collected material on any roadside or shoulder. They shall return it to the Contractor's yard. The Contractor will dispose of the collected material at the Contractor's discretion.

Notify the RTMC of any debris or obstructions on the roadway or paved shoulder area too large for the Service Patrol Vehicle Operator to remove. The RTMC will notify DOT Maintenance. Service Patrol Vehicle Operators **shall not** be required to handle hazardous material.

**REPORTING REQUIREMENT**

The Service Patrol Vehicle Operator will inform the RTMC of the type, and location of debris. If the debris cannot be safely handled by one Service Patrol Vehicle Operator, the RTMC will dispatch a second Service Patrol Vehicle Operator to assist. If necessary, temporary MOT may be set up in order to safely retrieve the debris. In addition, the Service Patrol Vehicle Operator is required to notify the RTMC if assistance from FDOT Maintenance is required.

**8. Disabled Vehicles**

The Service Patrol Vehicle Operator shall offer services to stranded motorists even if the motorist's vehicle is already pulled out of the travel lane.

Disabled vehicles shall be removed from the travel lanes, with the least delay practicable, by moving them to the shoulder area or drop location. Use extreme caution in moving all disabled vehicles.

If the vehicle is not able to be moved under its own power, the Service Patrol Vehicle Operator shall contact the RTMC. The RTMC shall contact FHP for rotation towing service, or towing service as requested by the motorist. Motorists may make their own towing arrangements.

Rotation towing service or other towing service requested by the motorist shall be at the motorist's expense.

Should a motorist refuse to allow a disabled vehicle to be cleared from the travel lanes; the Service Patrol Vehicle Operator shall contact the RTMC for assistance. The Service Patrol Vehicle Operator shall give the motorist a copy of the "Move It Law" card.<sup>1</sup> A sample of the "Move It Law" card can be found in Attachment K to this SOG. The RTMC shall contact FHP and the Service Patrol Vehicle Operator shall setup appropriate maintenance of traffic (MOT) using arrow board, cones, flares, etc. to warn motorists of hazard, and will remain on the scene until FHP personnel arrive. The Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles until directed to do so by the FHP.

All disabled vehicles that are relocated shall be parked with the wheels turned away from the roadway and the parking brake set if possible. If a disabled vehicle is encountered while responding to an accident, the Service Patrol Vehicle Operator will notify the RTMC of the vehicles location so another Service Patrol Vehicle Operator can respond.

<sup>1</sup>**Florida State Statute 316.061:** Every stop shall be made without obstructing traffic more than necessary, and, if a damaged vehicle is obstructing traffic, the driver of such vehicle shall make every reasonable effort to MOVE THE VEHICLE or have it moved so as NOT TO BLOCK THE REGULAR FLOW OF TRAFFIC.

**Florida State Statute 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 cannot move the vehicle alone, solicit help and MOVE THE VEHICLE so as NOT TO OBSTRUCT THE REGULAR FLOW OF TRAFFIC.

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**REPORTING REQUIREMENT**

The Service Patrol Vehicle Operator will notify the RTMC of all disabled vehicles detected, including service(s) provided. In the event a Service Patrol Vehicle Operator decides to transport a motorist to the next exit due to an unsuccessful repair, the Service Patrol Vehicle Operator will communicate such to the RTMC prior to making the transport. The RTMC will then provide the Road Ranger with two confirmation numbers. The first will represent the unsuccessful repair and transport for the disabled vehicle. The second will be a cloned event number representing the now abandoned vehicle. The Service Patrol Vehicle Operator will mark the abandoned vehicle with said confirmation number.

**FHP Disabled Vehicles**

On certain occasions, it will be necessary to provide assistance to a disabled FHP patrol vehicle. Requests made by FHP for Service Patrol Vehicle Operator assistance on the freeway will be handled by the RTMC, and a Service Patrol Vehicle Operator will be dispatched. Requests made by FHP for Service Patrol Vehicle Operator assistance off the freeway will be referred to an FHP designated tow company.

**9. Hazardous Material Incidents**

Service Patrol Vehicle Operators shall not be required to handle hazardous material, but may assist if directed to do so. However, Service Patrol Vehicle Operators may respond to events, not knowing that such a condition exists. On arrival, any hazardous material spills shall be reported immediately to the RTMC.

**Remember SAFETY!**

- a. Describe the type of spill, amount of spill, and location of the spill, and if it is draining toward the side of the road, or a drainage gutter.
- b. If the spill can be handled safely, fuel, oil, or coolant can be contained with some spill absorbent. Advise the RTMC what action you are taking. See Vehicle Spill Guidelines, Attachment I.
- c. If possible, stop the leak at the source. Contain and limit the spill from spreading.
- d. Sweep material off the travel lanes.
- e. Apply a second application if necessary.

Severe Incident Response Vehicle (SIRV) Operators will respond to these types of incidents and assess the situation. They have more specialized equipment.

SIRV will contact the Department of Environmental Protection if any spills are over 25 gallons, and are likely to run into environmental resources like storm drains, lakes, canals, or soil.

DO NOT TAKE ACTION if the spill is on a large scale. Service Patrol Vehicle Operators do not have the resources to make a difference. Service Patrol Vehicle Operators will evacuate the area to the best of their ability. Stay clear of the area! Any ignition source (hot engine, battery, wire short) can ignite it!

DO NOT TAKE ACTION if the Service Patrol Vehicle Operator sees a cloud of smoke or vapor. Smoke can be a fire about to ignite or could be the release of a hazardous gas or other substance. Service Patrol Vehicle Operators will evacuate the area to the best of their ability. Stay clear of the area! Stay up-wind from the smoke or vapor.

DO NOT COME INTO CONTACT with any unknown liquid spill, solid substance, or gas. Let professionals handle these incidents.

If the vehicle has a placard, sticker, or sign on the front, rear, or side of truck, Service Patrol Vehicle Operators can use the Emergency Response Guidebook in the Service Patrol Vehicle to determine the cargo. **WARNING:** Sometimes drivers don't post the placards. If not sure, **STAY AWAY!**



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**10. Maintenance of Traffic (MOT)**

The Service Patrol Vehicle Operator shall protect accident scenes, disabled vehicles, large debris, or other miscellaneous items using maintenance of traffic techniques including, but not limited to:

- a. Emergency lighting on Service Patrol Vehicle (overhead lights, emergency flashers).
- b. Service Patrol Vehicle placement on the highway to protect a lane or shoulder.
- c. Portable, roof mounted, arrow board with "Four Points" or "Arrow" display.
  1. Trucks shall be parked at the end of the queue, prior to any accident, disabled vehicle, spill, or debris, to give warning to motorists prior to entering the incident area.
  2. Trucks shall be parked so that the arrow board is perpendicular, or at a right angle, to approaching traffic. If the truck/sign is parked at an angle, the high intensity portion of the lighted sign will not be facing approaching motorists. This can result in reduced lighting effect and difficulty in reading the sign message.
  3. If an incident occurs on a curve, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the shoulder before the curve, for additional advanced warning and increased visibility.
  4. If an incident occurs on the downgrade side of an overpass or bridge, the Service Patrol Vehicle Operator can request a second Service Patrol Vehicle on the top of the overpass or bridge for additional advanced warning and increased visibility.
  5. Service Patrol Vehicle Operators shall activate the arrow board using only pre-programmed, displays.
  6. Any customization for a unique event must be approved through the RTMC before it is displayed. If approval is not obtained, use a an approved display(s) that meets the conditions of the event.
  7. When placing cones or flares for MOT, verify while behind the Service Patrol Vehicle, that the arrow board is working properly and showing the proper display. If not, make an immediate change.
- d. Cones and/or flares placed in a configuration to:
  1. Provide a tapered lane change.
  2. Provide a barrier of protection around an object.
- e. The Service Patrol Vehicle Operator shall take the following action to set up an MOT (see Attachment L to this SOG for sample diagrams:
  1. On the Shoulder
    - a) Park 30 to 50 feet behind the incident.
    - b) Turn your wheels away from traffic.
    - c) Display Caution (four points).
    - d) Set up all cones necessary to meet minimum requirements of event condition.
  2. Lane Closure
    - a) Park 30 to 50 feet behind the incident.
    - b) Turn your wheels away from traffic.
    - c) Display Arrow in the direction you want traffic to flow.
    - d) Set up all cones necessary to meet minimum requirements of event condition.



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3. End of MOT

- a) Provide a cone taper that gradually widens back to the original lane width, at the end of the MOT, to indicate to motorists that the lane detour configuration is over.
- b) If available, place an additional truck with arrow board near the opening taper with flashing four points or arrow sign.
- c) If available, place a Service Patrol Vehicle Operator at the opening taper to wave the motorists out of the area onto open highway.

4. Taking down MOT

- a) Start at the farthest MOT cone or flares, watching for oncoming traffic at all times:
  - 1) Retrieve them in reverse order, working back toward the Service Patrol Vehicle.
  - 2) Move each one to the shoulder, and then retrieve them in reverse order, working back toward the Service Patrol Vehicle.
- b) Keep facing toward traffic so you can monitor vehicle movement.
- c) Stow your cones and any other equipment.
- d) Safely enter your vehicle while monitoring traffic.
- e) Do not turn off your lighting until you safely re-enter traffic.

Note: The use of flares should be avoided at a close distance to a hazardous or flammable material spill. Flares may be used downwind from this type of spill.

On night time calls, do not leave the Service Patrol Vehicle high beam headlamps on. Oncoming traffic can be blinded by the glare. If the Service Patrol Vehicle is WITHIN an incident scene, and the revolving roof lights will not be needed to provide warning to motorists, turn them to the flashing mode to eliminate additional glare. REMEMBER, motorists cannot AVOID what they cannot SEE! DO NOT turn your back to traffic at night for any reason!

**11. Moving Disabled Vehicles from Traffic Lanes**

The Service Patrol Vehicle Operator shall use an appropriate method of moving disabled vehicles from the traffic lanes. Vehicles can be towed, dragged, or pushed from the roadway to the shoulder. Training for these operations shall be conducted by the Contractor.

- a. Wheel or boom lift. Utilize correct lifting points when using hydraulic lifting devices
- b. Drag Chain attached to damaged vehicle wheel or frame point.
- c. Pushed with Service Patrol Vehicle rubber coated front bumper.

Note: Always inspect area on motorist vehicle before you intend to push and notify motorist of pre-existing damage. After the push, re-inspect and notify motorist of any new damage.

Note: Liability and repair for damages to vehicles are the responsibility of the Contractor.

The Operator shall use all safety precautions and procedures considered appropriate.

Vehicles disabled due to accidents that do not include injuries may be moved from the roadway to the shoulder. Vehicles disabled due to accidents, with injured occupants, shall not be moved except when directed by Law Enforcement Officials.

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**12. Notifications**

Notify the RTMC, and other agencies as directed, for the following:

- a. Accidents, emergencies, law enforcement situations, or for rotation towing of vehicles.
- b. Verified fires.
- c. Large spilled loads or large debris, or other situations as appropriate.

**13. Patrolling**

Service Patrol Vehicle Operators shall continuously patrol their designated beat during the hours of 6:00am to 9:00am and 4:00pm to 7:00pm seeking disabled vehicles, stranded motorists, debris in the roadway, spilled loads, vehicle crashes, and obstructions to traffic and other potential hazards. From 9:00am to 4:00pm, Service Patrol Vehicle Operators shall remain stationary at the designated stationary locations identified in Section E of the SOG until dispatched by the RTMC.

By scanning ahead, look for the following indications of an event:

- a. Unusual amount of flat tires in one area (debris, sinkhole).
- b. Vehicles suddenly shifting out of one lane.
- c. Brake lights on multiple vehicles.
- d. Smoking tires.

**14. Transporting People**

If vehicle assistance or towing services cannot be obtained for a motorist(s), rather than leaving the person(s) stranded, the Service Patrol Vehicle Operator shall contact the RTMC and request authorization to transport the person(s) to the nearest facility with available communications within the physical limits of this contract.

Service Patrol Vehicle Operator shall, with RTMC authorization, transport the motorist a reasonable distance off the nearest exit that has facilities. Motorists may be dropped at a nearby gas station, convenience store, or some other location that has a phone. At night, an open business is suggested. Consider the safety of the motorist.

**15. Verifying Roadway DMS Signs**

Because some roadway DMS signs can not be visually verified by the RTMC for proper operation because of viewing obstructions, lighting, weather, etc., or because of technical difficulties, Service Patrol Vehicle Operators may be dispatched to verify that a roadway DMS:

- a. Is lit (on) or blank (off).
- b. Has the proper indicated message that needs to be verified.
- c. Is malfunctioning with scrambled lighting sequences.

Service Patrol Vehicle Operators will check the information as reported by the RTMC (working, not working, no signal), respond to the area, then advise the roadway DMS status back to the RTMC

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**16. Customer Comment Card**

The Service Patrol Vehicle Operator shall provide a postage paid Customer Comment Card to every stranded individual they assist.

See Customer Comment Card, Attachment B.

**17. Damage To Motorist Property**

If a Service Patrol Vehicle Operator causes damage to a motorist's vehicle during towing, dragging, or pushing, they will:

- a. Immediately inform the motorist.
- b. Immediately notify the RTMC.
- c. Request the Service Patrol Vehicle Operator Supervisor respond.

Damage will be noted in the Service Patrol Vehicle Operators daily log.

The Contractor shall repair, at Contractor's expense, any damage caused to the Department's or motorist's property while performing service under this Contract.

**18. Service Patrol Vehicle Accident**

In the event that a Service Patrol Vehicle Operator is involved in an accident, the following procedure must take place:

- a. Immediately activate your emergency equipment.
- b. The Service Patrol Vehicle Operator will immediately notify the RTMC by radio, so that other Service Patrol Vehicle Operators can hear the call, and if possible, respond.
- c. The Service Patrol Vehicle Operator Supervisor will immediately respond.
- d. If uninjured, the Service Patrol Vehicle Operator will safely exit the vehicle, wearing an approved orange traffic safety vest, and check for injuries in any other involved vehicle.
- e. Move vehicles from the traffic lanes, if there are no injuries.
- f. Notify the RTMC of any injuries, number of injured, types of injuries.
- g. Set up MOT.
- h. If injured, the Service Patrol Vehicle Operator will remain seated in the truck with the seat belt on. Turn on the vehicle's emergency lighting.
- i. Otherwise, manage the incident as any other accident.

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**SERVICE PATROL VEHICLE REQUIREMENTS**

**1. Service Patrol Vehicle Operator Daily Inspections**

Prior to the beginning of each shift, the Service Patrol Vehicle Operator shall inspect each patrol vehicle and its associated equipment, accessories and parts, to ensure they meet all specifications and requirements contained herein. Any problems or deficiencies will be reported immediately.

Any deficiencies noted during these inspections will be corrected immediately prior to deploying Service Patrol Vehicle to their designated beat.

**2. Missing/Malfunctioning Equipment**

While on duty, in the event of missing and/or malfunctioning Service Patrol Vehicle equipment, the Service Patrol Vehicle Operator is required to notify the Service Patrol Vehicle Operator Supervisor. Based on the severity of the equipment failure in question, the Service Patrol Vehicle shall be considered unavailable for routine beat patrol and a backup Service Patrol Vehicle shall be put into service within 30 minutes for notification.

**3. Inspection of Service Patrol Vehicles by the Department**

All Service Patrol Vehicles, Operators, and their associated equipment, accessories and parts shall be subject to periodic inspection by the Department.

Service Patrol Vehicle inspections are conducted by Severe Incident Response Vehicle (SIRV) Operators. Vehicles are selected at random intervals and locations. SIRV Operators will instruct the RTMC to dispatch a selected vehicle to a location within, or near the operating beat of the vehicle.

Inspections will be conducted for, but not limited to:

- a. Operator appearance, uniform, and grooming.
- b. Vehicle cleanliness, proper markings in good condition, vehicle components, and all vehicle and emergency lighting.
- c. Properly operating radio and pc tablet; possession of cellular phone in working condition.
- d. All required tools, replenishment fluids, and other equipment in good condition, and the proper amount of cones, flares, fire extinguisher, and other safety devices in good condition.

Upon completion of the inspection, the SIRV Operator will give the driver a copy of the inspection report which the Service Patrol Vehicle Operator will turn in immediately, at the end of their shift.

Any unsafe or poorly maintained vehicles, or improperly equipped vehicles, as determined by the Department shall be removed immediately from service and replaced at no cost to the Department.

The Contractor shall replace Service Patrol Vehicle(s) removed from service within 30 minutes of receiving notification to do so from the Department.

See Service Patrol Vehicle Inspection Report, Attachment C.

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**4. Service Patrol Vehicle/Tool Box Requirements**

Each Service Patrol Vehicle shall, at a minimum, have a toolbox containing:

- a. Screwdrivers:
  1. Standard 1/8, 3/16, 1/4, 5/16 (1 each).
  2. Phillips head #1 and #2 (1 each).
  3. Star Driver (1 set).
- b. Needle nose pliers (1 pair).
- c. Adjustable rib joint pliers, two (2) inch minimum capacity (1 pair).
- d. Adjustable wrenches:
  1. Eight (8") inch (1 each).
  2. Twelve (12") inch (1 each).
- e. Five (5) pound hammer (1 each).
- f. Rubber mallet (1 each).
- g. Electrical tape (20 yards).
- h. Duct tape (20 yards).
- i. Tire pressure gauge (1 each).
- j. Mechanic's wire (25 ft roll).
- k. Bolt cutters – twenty (24") inch or larger (1 pair).
- l. Wire cutting pliers (1 pair).
- m. Complete set of open end and box wrenches (both metric and standard).

**5. Service Patrol Vehicle Accessories/Parts Requirements**

Each Service Patrol Vehicle shall, at a minimum, have the following accessories and parts:

- a. Diesel fuel (minimum 5 gallons) - In approved can or tanks.
- b. Unleaded gasoline (minimum 5 gallons) - In approved can or tanks.
- c. First aid kit (First Responder Kit, fully stocked with minimum accessories below):
  - Absorbent compress dressings (5 x 9 inches) (two each)
  - Adhesive bandages (25 total of assorted sizes below)
    - Small (mini)
    - Medium
    - Large
    - Knee & Elbow
    - Finger & Knuckle

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- Adhesive cloth tape (10 yards x 1 inch) (one roll each)
  - Antibiotic ointment packets (approximately 1 gram) (five each)
  - Antiseptic wipe packets (five each)
  - Aspirin (81 mg each) (two packets each)
  - Blanket (space blanket) (one each)
  - Breathing barrier (with one-way valve) (one each)
  - Instant cold compress (one each)
  - Non-latex gloves (size: large) (two pair each)
  - Hydrocortisone ointment packets (approximately 1 gram each) (two each)
  - Scissors (1 pair each)
  - Roller bandage (3 inches wide) (one each)
  - Roller bandage (4 inches wide) (one each)
  - Sterile gauze pads (3 x 3 inches) (five each)
  - Sterile gauze pads (4 x 4 inches) (five each)
  - Oral thermometer (non-mercury/non-glass) (one each)
  - Triangular bandages (two each)
  - Tweezers (one pair each)
  - First aid instruction booklet (one each)
- d. Fire extinguisher, twenty (20 lb) pound Dry Chemical ABC (2 each) - Meeting all safety requirements, if seal is broken unit shall be tested, resealed and certified.
- e. Pry bar, minimum thirty-six (36") inches in length (1 each).
- f. Radiator water (5 gallons).
- g. Four (4") inch x six (6") inch x twelve (12") inch wood blocks (2 each).
- h. Twenty (24") inch wide street broom (1) each.
- i. Shovels, Square-end (1 each), Round-end (1 each).
- j. Highway wet flares, thirty (30) minute burn (24 each).
- k. Cones, thirty six (36") inch reflectorized (16 each).
- l. Hydraulic floor jack, two (2) ton (1 each).
- m. Air compressor, 125-psi capacity, capable of inflating tires of vehicles and operating impact wrench, (one each).
- n. Air operated impact wrench with sockets to fit all vehicles (metric and standard), one each.
- o. Lug wrenches (metric and standard) to fit all vehicles, one each.
- p. Large flashlight and spare batteries (1 set).
- q. Booster cables, three (3) gauge copper wire with heavy-duty clamps and one end adapted to vehicle's power outlets, minimum twenty-five (25)feet in length (1 set).
- r. Funnel, multi-purpose, flexible spout (2 each).

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- s. Trash can, five (5) gallon (1 each).
- t. Five (5) gallon absorbent material for liquid spills equivalent to or exceeding the brand name "Speedy Dry". (2 each)
- u. Drinking water for motorists: individually sealed bottles, minimum 16-ounces, (12 each).
- v. Drinking water for Operators: provide one cooler for each vehicle, five gallon minimum.
- w. Minimum of 20 **Department** approved Comment Cards at the beginning of each shift (See Attachment B for sample).
- x. Minimum of 20 "Move It Law" cards (See Attachment K for sample).
- y. Complete, up to date, copy of the Road Ranger Service Patrol SOG, including all Attachments thereto.
- z. Copy of Emergency Response Guidebook

**6. Communications Equipment Requirements**

**a. Cellular Telephones**

The Contractor shall provide each Service Patrol Vehicle Operator with an operational cellular telephone. The cellular phones are to be made available to motorists to make up to three local area telephone calls. The cellular phones are also to be used for communications between Service Patrol Vehicle Operators and the RTMC should the two-way radio system be non-functional.

The Contractor shall be responsible for all costs associated with the cellular phones throughout the term of this Contract.

**b. Public Address System**

Each Service Patrol Vehicle, including back-up vehicles, shall be equipped with an external speaker and public address system with one hundred watts output. The PA system shall only be used while assisting a motorist or as directed by the Department. The Service Patrol Vehicle Operators are expected to use the PA system in a professional manner. No profane language shall be used.

The PA system "siren modes" may not be used by Service Patrol Vehicle Operators, for any reason. The unauthorized use of an emergency vehicle "siren" may result in termination.

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**RADIO COMMUNICATIONS**

Radio Communications are essential to the performance and success of our mission. They are regulated by the Federal Communications Commission (FCC) and strict adherence to professional conduct is mandatory.

Radio Communications establish a vital link between the RTMC and the Service Patrol Vehicle Operators. It is used for dispatching calls, verifying detection, providing vehicle and motorist information, providing situation updates, requests for additional assistance, additional equipment and clearance information. It gives the RTMC "operational awareness" of events and changing conditions.

**1. Communications Language**

The Department conducts its official business in English. Consequently, all radio communication between the Service Patrol Vehicle Operators and the RTMC will be conducted in English.

**2. Policy**

The first step requires the RTMC to collect and log specific information obtained from the Service Patrol Vehicle Operator in SunGuide.

Once the Service Patrol Vehicle Operator arrives on scene, they will verify and indicate the following areas of information that will be updated in SunGuide:

- a. Type of Incident
- b. Location of Incident
- c. Road Name
- d. Direction
- e. Proximity to Exit (Name)
- f. Exit (Name)
- g. Notified By
- h. Contact Name
- i. Dispatched To
- j. Road Ranger Activity
- k. Zone
- l. Anticipated Clearance Time
- m. Lane Closures
- n. Injuries
- o. HazMat
- p. Fire
- q. Additional Services Required (FHP, Rotational Tow, Fire, Ambulance, etc.)
- r. Vehicle information (Make, model, color, tag information)

The above areas of confirmed information, collected from the Service Patrol Vehicle Operators on site, allows the RTMC to disseminate information. The RTMC can then inform FHP, 511, and other agencies as required. While on site at active incidents/assists, the Service Patrol Vehicle Operator is required to inform the RTMC of any changes in the incident. These changes can range from lane block pattern, severity of the incident, additional services required, and duration changes based on information from on scene incident responders.

With the above information entered into SunGuide, the RTMC can locate the event via CCTV (if CCTV viewing is available), post messages on the DMS signs, and then notify appropriate agencies of the active incident and its severity. Upon the conclusion of their on site presence, the Service Patrol Vehicle Operator is required to inform the RTMC of their departure and the final status of the incident. This will enable the RTMC to take the appropriate actions necessary for incident management requirements.



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**3. Providing Confirmation Number**

Each event that is managed by the RTMC has a confirmation number automatically assigned by SunGuide™. It is the responsibility of the RTMC to provide the event confirmation number to the Service Patrol Vehicle Operator once all the pertinent information regarding the event has been received.

Example: In the event a disabled vehicle needs to be cloned into an abandoned vehicle, the Service Patrol Vehicle Operator would receive two confirmation numbers. One for the attempted service provided to the disabled, the other for tagging the vehicle as abandoned. If the motorist is to be transported by the Service Patrol Vehicle Operator to the nearest exit, the Operator may provide said confirmation number on both the disabled and the abandoned to the Service Patrol Vehicle Operator before the transport, so that the Service Patrol Vehicle Operator need not return to the vehicle to tag as abandoned.

**4. Federal Communications Commission Rules and Regulations – Use of radio.**

All Service Patrol Vehicle Operator radio operations shall be conducted in accordance with Federal Communications Commission (FCC) rules and regulations. The RTMC is authorized to transmit communications related to public safety and incident management, the protection of life and property, and other communications essential to RTMC activities. False calls, false or fraudulent distress signals, superfluous, unidentified communications, obscene, indecent, and profane language are prohibited.

**5. Call Signs – Road Ranger Units and RTMC Communications.**

All call signs shall be broadcast clearly and distinctly, as this identifies the transmitting station. Failure to comply may result in disciplinary action.

At the start of a transmission or series of transmissions, employees using mobile radios shall properly identify themselves. When calling the RTMC, Service Patrol Vehicle Operators will identify themselves using their truck number.

The Broward Transportation Management Center (RTMC) will be referred to as "Broward Base". The Palm Beach ITMS will be referred to as "Palm Beach".

Service Patrol Vehicles will be referred to by truck number. Truck 406 is District 4, Truck 6. For radio purposes, this truck would be referred to as "Truck 6".

Service Patrol Vehicle Operator Supervisors will be assigned to Truck 401 (Pickup Truck) or "Delta" designation (ex. Delta 41).

Severe Incident Response Vehicles (SIRV) will be referred to by number. Example, "SIRV1".

Florida Department of Transportation Maintenance Department has three radios assigned and will be referred to as "M1, M2, or M3".

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**6. Service Patrol Vehicle Operator Radio Procedures**

1. Whenever a Service Patrol Vehicle is being operated that is equipped with a communications radio, the Service Patrol Vehicle Operator shall ensure that the radio is operational and shall monitor the designated frequency.
2. The Contractor must submit, on a monthly basis, updated emergency contact numbers for all employees (including the company owner) to the RTMC in the event that the radio communications system fails.
3. Service Patrol Vehicle Operators shall monitor the channel before they broadcast on it to ensure the channel is clear before transmitting and should wait approximately 15 to 30 seconds between each attempt to contact the RTMC unless circumstances dictate otherwise.
4. All Service Patrol Vehicle Operators shall advise the RTMC of all changes in service status. Service Patrol Vehicle Operators shall monitor radio traffic and will, when necessary or directed to do so, hold all radio traffic to a minimum.
5. When a Service Patrol Vehicle Operator advises they are going to assist a stranded motorist, notify the RTMC of the following before the assist:
  - a. Location (i.e. I-95 south of Commercial)
  - b. Direction (NB, SB, etc.)
  - c. Vehicle Location (right shoulder, left shoulder, ramp, live lane)
6. Service Patrol Vehicle Operator shall immediately notify RTMC when clear for additional calls or returning to patrol.

**a. Multiple Unit Incidents**

1. All Service Patrol Vehicles shall be dispatched by the RTMC or SIRV Operator only.
2. If a Service Patrol Vehicle Operator is asked to work an incident outside the beat or outside the communications channel, such unit shall be asked to switch the radio to the appropriate common channel being used to work the incident.
3. The Service Patrol Vehicle Operator shall use the appropriate call sign whenever switching to a working channel.
4. Only Service Patrol Vehicles Operators, Supervisors and the RTMC working the incident shall be on the working channel.
5. The Service Patrol Vehicle Operator working the incident must let the RTMC know when clear from the incident, switching back to the designated channel, and returning to the required beat.
6. When back on his designated channel the Service Patrol Vehicle Operator must say the call sign and "clear for action" or "10-98".

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**b. Answering the Radio**

1. The first priority of Service Patrol Vehicle Operator is to monitor and respond to radio traffic.
2. When a call is received, it shall be responded to promptly.
3. Evaluate the priority of the radio traffic before handling any other activity.
4. Calls may be placed on "stand by" by the RTMC only during heavy radio traffic conditions, provided they are not high priority calls.

**c. Radio Dispatches**

1. Only pertinent information shall be broadcast, and all communications shall be read using the proper format and stated as briefly as possible, using the appropriate ten-code and dispatch signals.
2. All radio transmissions will be spoken in English, no other languages may be used.
3. Messages of significant importance shall be broadcast to all in-service Service Patrol Vehicle Operators.
4. The RTMC, during emergency situations, such as Service Patrol Vehicle Operator calls for backup, shootings, violent crimes in progress, large scale civil disturbances, disasters, etc., requires immediate response. RTMC personnel receiving a report of this nature or any other life threatening situation shall broadcast an alert tone on all frequencies and pause for five seconds before broadcasting the information. The alert tone before a broadcast will signal the Service Patrol Vehicle Operator that important information is forthcoming.
5. All pertinent information shall be broadcast from the appropriate Service Patrol Vehicle Operator.
6. Service Patrol Vehicle Operators will communicate by radio, updating any appropriate information on the call before exiting the truck. Return to the truck to update information, as necessary.
7. The RTMC shall not dispatch Service Patrol Vehicle Operators to any incidents of a violent nature or to investigate any suspicious activity. Local law enforcement shall be notified instead.

**d. Monitoring Techniques**

1. It is the responsibility of the Service Patrol Vehicle Operators to continuously monitor all base station primary and secondary radio channels.
2. To avoid missing important radio traffic, Service Patrol Vehicle Operators shall ensure that the volume controls are always properly adjusted. The volume controls shall be checked at the beginning of each shift and periodically throughout the shift, especially during long periods of silence.
3. Service Patrol Vehicle Operators shall monitor the channel before they broadcast on it to ensure the channel is clear before transmitting and should wait approximately 15 to 30 seconds between each attempt to contact the RTMC unless circumstances dictate otherwise.
4. Before new Service Patrol Vehicle Operators can operate efficiently, they must adapt physically and mentally to the radio environment, such as highway noise and traffic conditions.

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**e. Voice Techniques**

1. Effective and professional voice techniques can be achieved by developing four primary voice characteristics.
  - a. Quality
  - b. Volume
  - c. Pitch
  - d. Rate
2. The desired voice quality should display a positive impression, alertness, enthusiasm, confidence, calmness, businesslike approach and a readiness to serve. The voice should not sound unprofessional at any time, particularly when under stress. Proper enunciation and pronunciation, i.e., words spoken clearly and distinctly, greatly improve the ability of the receiver to copy the contents of a message and eliminate needless repetition.
3. The desired voice volume should not be too loud or too low. An excessively loud voice does not increase the volume; instead it may distort the signal and create a higher pitch. Communications personnel must guard against the natural tendency to lower the volume of their voice as they speak. Normal conversational volume is sufficient.
4. Communications personnel should use moderate pitch level changes in their voice as they speak. A monotone voice is unacceptable. Communications personnel should develop a pitch that is not too high or low. A high pitched voice may be improved by talking slower and at a lesser volume. A low pitched voice may be improved by talking louder and using distinct enunciation.
5. Normal non-radio speech is between 80 to 100 words per minute. Communications personnel must remember that the pace at which messages are delivered is important to understanding their contents. Generally, a speaking rate of 40 words per minute is preferred for radio communications.

**f. Radio Courtesy**

1. Unnecessarily argumentative tone and unnecessary radio traffic are considered to be breaches of operating procedure, and may prevent urgent radio traffic from being heard.
2. Frequencies must be monitored closely before transmitting in order to avoid interrupting traffic in progress. When another employee or station is using a frequency, do not attempt to talk over their communication on the same frequency.

**g. International (NATO) Phonetic Alphabet**

1. The International Phonetic Alphabet shall be used by communications personnel when spelling is required. Letters will be broadcast as "A-Alpha", not "A as in Alpha" or any other form. See International Phonetic Alphabet, Attachment D.

**h. Transmitting Numbers**

1. In voice communications, numbers are grouped and read in series of three, counted from left to right. The number 5428749 would be read over the radio as 542 874 9. The "series of three" rule also applies where letters are used in combination with numbers. The Vehicle Identification Number (VIN) B1RH542178 would be read as "Bravo one Romeo - Hotel five four - two one seven - eight". An exception to the "series of three" rule is the transmitting of telephone numbers and Social Security Numbers. They are broadcast as they appear.

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**i. Correct Pronunciation of Numbers**

1. Pronouncing numbers clearly and distinctly during radio transmissions will eliminate misunderstanding.

**j. Use of Identification Numbers**

1. All Service Patrol Vehicle Operators are assigned identification numbers. The identification number assigned is the truck number. These are always used in broadcasting. The identification number allows for confidentiality and brevity.
2. An identification number of 403 would be read as “four zero three” not “four hundred and three” or “four o three”. An identification number of 420 would be read as “four two zero” not “four two o”.

**k. Approved Ten Signals and Dispatch Codes**

1. The RTMC utilizes the ten signals and dispatch codes which have been approved by the Joint Task Force for use in State Law Enforcement communications centers. Ten-signals must be used to communicate effectively over the radio. See Ten Codes and Dispatch Signals, Attachment E.

**l. Service Patrol Vehicle Operator Radio Procedure**

1. If no contact is made between the RTMC and a Service Patrol Vehicle Operator within 15 minutes after being advised by radio that a Service Patrol Vehicle Operator is going to assist a stranded motorist, the RTMC shall attempt to contact the Service Patrol Vehicle Operator originating the call. The Service Patrol Vehicle Operator's welfare shall be checked every 15 minutes after initial contact until the assist is cleared.
2. In the event that two attempts to contact the Service Patrol Vehicle Operator have failed, the RTMC shall immediately dispatch the nearest available Service Patrol Vehicle Operator to the last location given by the Service Patrol Vehicle Operator performing the assist and notify the RTMC Operations Supervisor, Lead Operator and/or Service Patrol Vehicle Operator Supervisor.
3. If no Service Patrol Vehicle Operator is available, the RTMC shall utilize the closest available resource (FHP, Fire Rescue, local law enforcement, etc.) by telephone or other means of immediate communications as well as notification to the RTMC Operations Supervisor, Lead Operator and/or Service Patrol Vehicle Operator Supervisor.

**7. Road Ranger Phone Calls**

Communication between the RTMC and Service Patrol Vehicle Operator must be made primarily through the two-way radio system. The main reason is that phone calls can delay the response to the Service Patrol Vehicle Operator. The phone calls also prevent the RTMC from making or receiving other emergency calls. The only case where a Service Patrol Vehicle Operator should use the telephone is when their radios are not working and/or there is an emergency.

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**Supervision**

**Section I**

**SUPERVISION**

**1. Service Patrol Vehicle Operator Supervisor**

A roaming Service Patrol Vehicle Operator Supervisor will patrol the entire Service Patrol Vehicle Operator coverage area 13 hours per day, five days per week (Monday thru Friday).

Their duties will include the following:

- a. Observing and monitoring the Service Patrol Vehicle Operators during the performance of their duties, including the immediate correction of any observed Service Patrol Vehicle Operator errors. When errors are detected by the RTMC, they shall make the Service Patrol Vehicle Operator aware of the issue, and then following Standard Operating Guidelines regarding Service Patrol Vehicle Operator procedural errors, the RTMC shall notify the Service Patrol Vehicle Operator Supervisor for their response. Document any procedural errors that are reported, or that they witness.
- b. Responding to all blocked lane events to lend assistance and supervision to all Service Patrol Vehicle Operators. The RTMC will notify the Service Patrol Vehicle Operator Supervisor of any lane blockage event.
- c. Lending assistance to any disabled vehicle encountered during their patrol. As with the Service Patrol Vehicle Operators, the Service Patrol Vehicle Operator Supervisor shall not stop to assist any shoulder blockage event if they are responding to a lane blockage event.
- d. Availability, as a last resort, to respond to shoulder events received from FHP, CCTV, etc. only if all other resources have been exhausted, such as Service Patrol Vehicle Operators from other beats.
- e. The Service Patrol Vehicle Operator Supervisor is responsible for making sure that Service Patrol Vehicle fuel replenishment is not being abused by Operators. Fuel shall NOT be purchased for any other reasons other than Service Patrol Vehicle replenishment and fuel supplies in canisters for motorist assistance. **UNAUTHORIZED FUEL PURCHASES WILL BE CAUSE FOR IMMEDIATE TERMINATION.**
- f. Supervisors are required to carry replenishment supplies for Service Patrol Vehicle Operator vehicles, including but not limited to, additional fuel, oil, and water; flares, cones, first aid supplies, fire extinguisher, trash bags, spill absorbent, drinking water, comment cards.
- g. If Service Patrol Vehicle Operator Supervisors are notified by a Service Patrol Vehicle Operator during their shift of missing equipment or malfunctioning equipment, the Service Patrol Vehicle Operator Supervisor will attempt to replenish the missing equipment or authorize the Service Patrol Vehicle to return to the garage for immediate repairs. The Service Patrol Vehicle Operator Supervisor will receive authorization from the RTMC prior to any Service Patrol Vehicle leaving a beat for such cases.

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**Training**

**Section J**

**TRAINING**

1. Orientation

All Operators shall be required to satisfactorily complete a mandatory orientation within the first two weeks after hire. The **Department** will provide each new hire with a mandatory orientation not to last longer than eight hours (one working day). All orientation sessions will be conducted at the **Department's** Broward County RTMC. The orientation will include an online training portion, an introduction to radios and Handheld PC operations and participation in the RTMC control room to learn about ITS devices and daily RTMC operations.

The Operators' satisfactory completion of the orientation will be designated by attending all components of the orientation and by obtaining a "passing score" on the online Road Ranger Service Patrol training modules.

2. On the Job Training

All Operators shall complete five consecutive working days of "ride along" training within the first two weeks after hire before being allowed to perform the duties of this Contract solo. This training will be provided by the Contractor at no additional cost to the **Department**. Newly hired Operators participating in "ride along" training may only do so with Operators or Supervisors who have a minimum of one consecutive year of FDOT Road Ranger Service Patrol or previous towing industry experience; whether as part of this Contract or otherwise.

3. SLERS Training

Training and certification shall be required for all Contractor employees and Operators by the Joint Task Force (JTF) for the Statewide Law Enforcement Radio System (SLERS). Said training and certification shall be required of all current and future Contractor employees / Operators, regardless of tenure or stature, at the time in which the JTF deems it necessary for the **Department** to comply with the Programs regulations.

4. Subsequent Training

All Operators shall participate in a minimum of one additional **Department** provided training session each year of the Contract, for the life of the Contract.

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**System Security**

**Section K**

**SYSTEM SECURITY**

**1. Objective**

- a. Define the role and responsibility of the Service Patrol Vehicle Operator.
- b. Recognize suspicious activities and objects.
- c. Observe and report relevant information.
- d. Minimize harm to yourself and others.

**2. Components of System Security**

- a. Threat - Any potential act that can result in disruption, property damage, injury, or death.
- b. Vulnerability - Any condition that allows or promotes a threat to be carried out.
- c. Risk - The probability that an incident will occur.

**3. What is the threat?**

- a. Terrorism - The threat, or use of force, or the violence to coerce a government or civilian population, in pursuit of political or social objectives.
- b. Terrorists - Extremist Groups, Foreign Terrorists, Individuals.
- c. Weapons of mass destruction - Chemical, Biological, or Radiological Agents (CBR).
- d. Improvised Explosive Devices - Made from readily available supplies or components.
- e. Conventional Weapons - Rifles, Shotguns, Handguns, Knives, Box cutters, etc.
- f. Fear - CBR, Bombings, Suicide Bombers, Snipers, Explosions, Fires, etc.

**4. Critical Assets and Facilities**

- a. Roads and Bridges.
- b. Tunnels.
- c. Major Intersections/Interchanges.
- d. Traffic Management Centers.
- e. Inter-Model Connections (transit, ferry, airports, seaports, etc.).

**5. DOT System Vulnerability**

Conditions within the transportation system make it a "soft target".

- a. Access to restricted areas.
- b. Abandoned Vehicles.
- c. Suspicious Packages.
- d. Inadequate Lighting.
- e. Failure to follow policies and/or procedures.

**6. DOT System Risks**

The probability increases when vulnerable components of the system are not addressed. What does this mean to a Service Patrol Vehicle Operator?

- a. Ongoing threat to our national security and transportation infrastructure.
- b. Attacks may vary by type of weapon and delivery method.
- c. Risk can be managed by reducing vulnerability.
- d. Heightened awareness is required by the Service Patrol Vehicle Operator.



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**System Security**

**Section K**

**7. Roles and Responsibilities**

- a. Front Line Employees (Service Patrol Vehicle Operators) - Observation and Reporting.
- b. Service Patrol Vehicle Operator Supervisors - Assessment and Decision Making.
- c. Management - System-Wide Safety and Security Planning.

**8. Highway Watch**

Roadway sector's national safety and security program that uses the skills, experiences, and "road smarts" of America's transportation workers to help protect the nation's critical infrastructure and the transportation of goods, services, and people.

**9. What is the Service Patrol Vehicle Operator's role?**

- a. BE ALERT! The Service Patrol Vehicle Operator is the eyes and ears of DOT.
- b. Know the assigned area.
- c. Note suspicious activities and objects.
- d. Report things that don't seem to be right to the RTMC.

**10. What is Suspicious Activity?**

- a. Where someone is and what time they are there.
- b. What are they doing?
- c. Are they pacing or do they appear nervous?
- d. Are they staring, watching, or taking notes?
- e. Quickly leaving an area.
- f. Carrying a suspicious package.
- g. Abandoning a package.
- h. Measuring or pacing off distances.
- i. Taking photos or readings with GPS.
- j. Stopping or parking near bridges.
- k. Overloaded vehicle or boats.
- l. If following or "shadowing" your vehicle or other vehicles.
- m. Same vehicle observed at several locations.

**11. Service Patrol Vehicle Operator Actions - Persons**

If you perceive a threat, report it to the RTMC.

- a. DO NOT approach threatening people.
- b. DO NOT approach people in suspicious vehicles.
- c. DO NOT be confrontational, abusive, or offensive.
- d. DO NOT detain or hold a person by any means.

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**Section K**

If you do not perceive a threat, notify the RTMC, approach, and engage the person using:

- a. Observance - Pay attention to their appearance.
- b. Presence - Use body language to communicate confidence.
- c. Greeting - Initiate contact in a friendly tone.
- d. Questions - Use questions to get information.
- e. Withdrawal - Friendly exit.
- f. Notification - Contact the RTMC if they are suspicious or there's no reason for them to be where they are.

**12. Dangerous Activity**

- a. When a weapon is observed in the vehicle, this is defined as a Dangerous Activity.
- b. Observe, but do not challenge the person.
- c. Do not make any comments about the weapon.
- d. Remain calm.
- e. Exit the area as soon as possible. Do not rush away, letting an individual know the Service Patrol Vehicle Operator may have seen something.
- f. Notify the RTMC of their appearance, type of vehicle, tag number, location, and direction of travel.

**13. Suspicious Objects**

- a. Packages
  - 1) Out of place.
  - 2) next to bridge footings/piers.
  - 3) Fueling locations.
  - 4) In or behind trash containers, vending machines.
- b. Devices placed as above
  - 1) Wires.
  - 2) Batteries.
  - 3) Clocks and/or timers.
- c. Substances
  - 1) Chemical, biological, radiological (CBR).
  - 2) Liquid or vapor.
  - 3) Bacteria or fungus.
  - 4) Conventional explosive.

**14. Service Patrol Vehicle Operator Actions - Objects**

- a. Remain calm and advise the RTMC as soon as possible.
- b. Limit time you are exposed.
- c. Distance yourself from the source.
- d. Protect yourself and others by shielding, relocation, and evacuation.
- e. Avoid using radios/cell phones near suspicious devices.

DO NOT touch, cover, or move the object.

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**Hurricane Preparedness**

**Section L**

**HURRICANE PREPAREDNESS**

The **Contractor** shall make resources available for all activities described herein for providing services during a hurricane evacuation or other emergency situation to assist with traffic maintenance requests as directed by the **Department**.

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

Road Ranger Service Patrol Vehicles are expected to remain in operation and Operators continue to patrol their designated patrol beats during hurricane evacuations until sustained wind speeds reach 35mph and/or the **DEPARTMENT** / FHP determines it to be unsafe for vehicles to remain on the roadways. Road Ranger Service Patrol Vehicles shall resume operations when FHP redeploys.

The **Contractor** is responsible for contacting the RTMC prior to giving authorization for Operators to discontinue patrolling services.

During hurricane evacuations, emergency situations or during special events, the **Contractor** may be asked to expand the designated Contract coverage area to provide disabled vehicle assistance until such time as normal traffic operations has resumed.

**1. Objective**

- a. Provide information to ensure your safety.
- b. Define roles and responsibilities before, during and after a hurricane.
- c. Define staffing needs and expectations in the event of a hurricane.

**2. Watches and Warnings**

- a. Hurricane Watch - Indicates the possibility that you could experience hurricane conditions within 36 hours.
- b. Hurricane Warning - Indicates that sustained winds of at least 74 mph are expected within 24 hours.

**3. Before the Storm**

- a. Pay attention to weather reports and patterns.
- b. Have a current copy of all emergency telephone numbers.
- c. Make sure your home and family are prepared.
- d. Make sure there are ample supplies for each truck and at base.
  - 1) Service Patrol Vehicle pick-up trucks will carry extra fuel and water. Tow trucks do not have room.
- e. RTMC and FHP Staffing
  - 1) Service Patrol Vehicle Operator staffing levels will be determined by the Department, who will in turn, notify the Towing Contractor for implementation.
  - 2) Service Patrol Vehicles will remain on duty, for as long as it is safe.
  - 3) Full shifts will work until winds exceed 35 mph.
  - 4) Normal operations will resume once FHP re-deploys.
- f. Wind Dangers - Debris such as signs, roofing material, small items left outside become flying missiles in hurricanes, ending up on the highways.
- g. Disaster Supply Kit
  - 1) Pack everything in air tight containers.
  - 2) Keep supplies all together in a backpack, duffel bag, etc.
  - 3) Plan supplies to last 3-14 days.
  - 4) Date everything so you know when to replace.

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**Hurricane Preparedness**

**Section L**

h. Evacuations

- 1) Keep in mind that if there is an evacuation order, traffic conditions could change drastically, making our jobs busy.
- 2) Evacuation does not just include communities near the east coast, but includes mobile home parks in all locations.
- 3) No emergency or assistance resources are to remain on the roads once sustained tropical storm force winds arrive.

**4. After the Storm**

- a. Make a survey of your assigned beat to report any abandoned vehicles, accidents, debris, downed power lines, infrastructure damage, sign damage, etc.
- b. Report this information to the RTMC.
- c. Watch that power lines are not entangled in any debris.
- d. DO NOT drive through or walk through any flooded area.
- e. Electricity can travel through water and the ground.
- f. Watch for debris containing sharp objects.

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**Media Relations**

**Section M**

**MEDIA RELATIONS**

It is possible during the course of your shift that an incident may occur that will cause media reporters to be on scene. The Department would like to conduct interviews in the most professional manner, which reflects favorably on the Department and its Towing Contractors. On-scene circumstances can result in stress, sorrow, anger, or other emotions. The following guidelines are established to insure proper reporting to media sources.

1. Service Patrol Vehicle Operators are not authorized to make media statements or grant interviews, at any time, without the express permission of the Department. Media sources are defined as television, radio, newspaper, or magazine reporters.
2. This does not prohibit Service Patrol Vehicle Operators from communicating with emergency personnel and other response agencies during the course of on-scene activities.
3. Any request for an interview will be forwarded immediately through the Towing Contractor, to the Department.
4. The Department and the Towing Contractor will confer on the nature of the incident and the Service Patrol Vehicle Operator's involvement before deciding to grant an interview.
5. The Department and the Towing Contractor may arrange an interview at the Regional Transportation Management Center, in a controlled atmosphere, where the Department can "showcase" the positive aspects of the Department, the Towing Contractor, and the RTMC.