Florida’s Turnpike Enterprise

Towing and Roadside Repair Services Program (TARR)
And
Safety Patrol Incident Response Team

Traffic Incident Management (TIM)

Safety and Operations
For
TIM Operators

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1.0 Safety

1.1. Personal Safety

The safety and welfare of Safety Patrol and Towing and Roadside Repair Service program operators (TIM Operators) as well as all response personnel is one of the Turnpike’s primary concerns. Due to the very nature and hazardous exposure of the job, TIM Operators face a working environment full of potential hazards. Operators need to familiarize themselves with the service vehicle and applicable Turnpike and Company standards and comply with those policies for their own welfare and safety.

Guidance:

- **Seat Belts**
  - In compliance with State and Federal laws, seat belts must be worn by all occupants of the service vehicle.

- **High Visibility Apparel / Safety Vest**
  - TIM Operators are required to wear approved high visibility apparel while working outside the vehicle.
  - It is your responsibility to ensure that your high visibility apparel is kept clean to maintain the reflectivity and visibility it is designed to provide. The high visibility apparel shall be replaced when worn, badly soiled, or faded.
  - The high visibility apparel is to be worn on top of all other clothing.

- **Personal Safety Items**
  - Inventory your first-aid kit prior to beginning your shift to ensure that it is properly equipped.
  - Make sure that both leather and latex gloves are available in the vehicle.

- **General Driving**
  - Adhere to all traffic laws, policies, and safe-driving principles and practices of the State of Florida and the Florida Department of Transportation.
  - Always use parking brakes, emergency lights, and traffic cones, etc. in accordance with safe vehicle and Turnpike policies and practices.
  - Set the parking brake when you exit your vehicle.
  - Use caution when exiting your vehicle. When stopped adjacent to a travel lane, always look before opening the door into traffic.
TIM Operator Safety and Operations

- Before backing your vehicle, always check your surroundings to ensure clearance. When available, use a spotter to guide you. LOOK BEFORE YOU BACK UP.

1.2. Traffic Laws, Driving and Operator Safety

NOTE: The operating guidelines and safety procedures contained in this handout are not intended to cover every circumstance that a TIM Operator may encounter. Nor are they intended to limit the use of good judgment and initiative to make field adjustments in handling a wide variety of situations and emergencies.

Passenger restraint is mandatory for the operator and any passengers in a service vehicle. Infants and small children shall be transported in properly installed safety seats removed from the disabled vehicle.

Operators shall obey all traffic and motor vehicle laws. Service vehicles are not ‘Emergency Vehicles.’ However, when responding to an urgent request for assistance from the FHP for an emergency or lane blocking incident, TIM operators could consider driving on paved shoulders or on grass areas. There is no blanket authorization to drive on shoulders.

Guidance:

- If you are dispatched to an emergency or verified hazardous incident and traffic is stopped, consider driving on a shoulder or on grass areas. Use extreme caution and travel at a slow, safe speed. Watch for other vehicles entering the shoulder from the travel lane. You may use the vehicle’s emergency warning lights and horn. Be prepared to justify your use of a shoulder if stopped by a law enforcement officer.

- Do not use shoulders to respond to non-emergency incidents such as a disabled vehicle out of traffic or other unconfirmed incident.

- When on patrol, maintain a safe, steady speed consistent with traffic around you. Do not exceed the posted speed limit, even when responding to an emergency.

- Reduce speed during wet weather or poor visibility.

- Maintain a proper interval; avoid following a truck or high cube vehicle that restricts your view ahead.

- Check mirrors frequently and watch for vehicles in the blind spots.

- Drive in the right travel lane whenever possible; about 80 percent of your stops will be on the right.

- Signal your intentions and give plenty of notice before pulling on or off of a shoulder.

- Use the shoulder to gain speed to safely re-enter the traffic stream.

- If a stalled vehicle is discovered at the last minute, do not risk creating a hazardous situation by making an erratic maneuver. Stop in front of the vehicle if necessary or proceed to the next exit and circle around to get into a safe position.

- Double check behind your vehicle before backing, especially at an incident scene.
Working on a highway or near moving traffic can be very hazardous. TIM Operators must be extremely alert and use sound judgment to protect themselves and other responders and motorists. Always try to think ahead, be aware of your surroundings and have an ‘escape path’.

Some specific safety guidelines are listed below. Operator Safety is paramount and must always be part of the TIM Operator’s daily operating routine:

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

**Guidance:**

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

2.1. Emergency Light Use

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

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

The use of emergency lights can be reduced if good traffic control has been established at the incident scene. This is especially true for major traffic incidents that might involve a number of emergency vehicles. If good traffic control is established through placement of advanced warning signs and traffic control devices, then responders can perform their tasks on scene with minimal emergency lights.\(^1\)

- Use emergency lights:
  - When en route to a confirmed incident with injuries or blocking a travel lane
  - When assisting a stranded motorist, law enforcement, and/or other emergency services in an extremely hazardous location.
  - When stopped in a travel lane or any portion of a lane.
  - When re-entering the travel lanes from a parked position on the shoulder. Use four-way flashers and rear-facing emergency lights until reaching the posted speed limit or a speed equivalent to the flow of traffic, whichever is lower.

- Do NOT use emergency lights:
  - When en route to a non-emergency type incident, such as a stalled vehicle on the shoulder or an unconfirmed incident.

\(^1\) Adapted from MUTCD Section 6I.05
Guidance:

- Do not use emergency flashing lights when using an arrow board; they divert the motorist’s attention from the arrow board.
- Reduce the use of emergency lighting at a large incident scene while not endangering those at the scene. Where possible, turn off forward-facing emergency lights once on scene.
- Vehicle headlights not needed for illumination at an incident scene should be turned to parking lights at night or during inclement weather.

2.2. Traffic Cone Placement

TIM Operators need to be experts in positioning their trucks and setting up traffic cones to make incident scenes safer. Traffic cones are an excellent tool and serve as a safety device as well as an effective traffic control device. Without traffic cones, approaching vehicle traffic is still merging and changing lanes until they are only a few feet from parked emergency equipment. Cone closures can displace this turmoil a hundred feet or more upstream and allow traffic to pass the scene in the lanes chosen to remain open.

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

Guidance:

- **Shoulder Incidents**
  - If you are stopped on the shoulder of the road and you expect to be there more than about 5 minutes, you should set out a minimum of four (4) cones. The cones should start at the outside rear corner of the truck and be spaced about 35 feet apart extending a minimum distance of 100 feet. Traffic cones are very visible and offer some additional warning if a motorist drifts toward the shoulder while approaching. This safety practice must be routine procedure for all TIM Operators.

- **Lane-Blocking Incidents**
  - If you are the first responder at a crash scene or other road-blocking incident, quick, skilled action in traffic control must be taken to reduce the risk to victims, responders and other highway users. The first step in traffic control is to use your emergency lights to warn and direct traffic around the scene. The next step is the proper placement of cones to delineate the incident scene and lead traffic into available lanes to safely pass the incident.

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2 MUTCD Section 6I.05
There should be at least six cones on the truck (16 – 20 on a Safety Patrol vehicle). Take a stack of cones and begin to close off the lanes that are blocked. Continue to lengthen the cone taper by increasing the spacing or by placing additional cones. Remember to always face traffic while placing or removing cones.

Cones should be equally spaced and at least 25 feet apart. The roadway skip line markings will provide regular 40 foot spacing. By using cones for the lane closure and for the crash scene, you can quickly make the scene safer. Remember: If additional cones are available, place cones around the response vehicles and at least one downstream past the crash to allow a parking spot for the ambulance or EMS vehicle. For major incidents, allow additional space for multiple responder vehicles.

If it is dark, flares may be chosen to initially outline the lane closure. The flares should be supplemented as soon as practical with cones with reflectorized material.

If more cones are needed, get them from other responding units. Many Fire Departments now have cones on their trucks.

These suggestions for cone usage for emergency traffic control have proven effective in many programs but are certainly not the only layout that can be used if more cones are available. The Manual on Traffic Control Devices (MUTCD) Chapter 6 and FDOT MOT trainers are excellent sources for more detailed instruction for cone placement.
2.3. Safe Vehicle Placement

In previous sections, guidance was given on proven traffic control measures to make incident scenes safer. A vehicle with emergency lights is not a traffic control device, although it is commonly considered one.

Guidance:

- When making a motorist assist, vehicle placement is critical. You are a pedestrian when outside your truck, so make the assist as quickly as possible. Get the motorist and their vehicle back on the road or off to the shoulder, and get back in your truck.

- Park your truck well off the edge of the roadway. This separates your truck from the area you are working in, and it gives you better sight distance and a view of oncoming traffic and more time to react. Avoid parking your truck closer to the edge of roadway than the vehicle you are assisting. In some situations, you may need to offset your truck further away from traffic to allow you to open the door and exit safely. Do not park in a position that increases the potential for you or your truck to be struck.

- Park close enough to read the license plate but not too close; consider a space of about three to four car lengths. The practice of parking too close is common—don't slip into this habit.

- Turn your wheels away from traffic when stopped, assisting at a crash scene or disabled vehicle.

- Your truck, when struck at highway speed, will move forward a considerable distance; remember the term “space safety.” If the motorist’s vehicle is in a hazardous location, consider relocating it before you provide assistance. Sometimes moving the vehicle a short distance and further off the road is the prudent thing to do. You make the call.

- When at a crash scene, place your truck in a position to best give protection. As every incident is different, there is no set location. Use your skills and training to determine the best location. Remember that you are one of the responders who is expected to be expert in setting up traffic control. Your actions early in the incident set the scene for safety and optimizing the traffic flow.

- If you are a first responder, attempt to stop behind the crash in the same lane, leaving plenty of space—three to four car lengths. Your cones should be directing traffic around the crash. If other emergency vehicles are responding, only close lanes that are necessary so you do not create more traffic back-up and delay their arrival.

- As additional resources and vehicles arrive, consider repositioning your truck to allow more room for emergency vehicles. Place your truck and arrow board in the most effective location as you continue to adjust your traffic cone lane closure taper. As you get your closure in place to allow better flow of traffic past the scene, continue to work with other responders as they reposition some of their units. Always look for opportunities improve traffic flow and scene safety.
3.0 Assisting Motorists

3.1. Stalled Vehicle Blocking a Travel Lane (Driver Present)

A disabled vehicle obstructing traffic or in a dangerous location must be relocated to a safe location before assistance or repairs are attempted.

TIM Operators need to become very persuasive and convincing while advising motorists about FLORIDA LAW that requires the removal of disabled vehicles from travel lanes. Provide the motorist with a copy of the Move-it law *(Florida Statute 316.071)* and explain that you will provide assistance to help them relocate the vehicle and deal with the disablement after it is in a safe location.

However, do not attempt to relocate a vehicle without the driver’s agreement and cooperation. In some cases repeating the request to relocate again after a few minutes gives the motorist time to re-think the situation. Stay calm, yet firm and convincing. If the driver still refuses, call the TMC / Dispatch and request a Trooper. Your job now is to warn other motorists about the hazard. Use your emergency lights and set out cones when safe to do so, being sure to allow a safe distance between vehicles.

In some cases, the prudent action is to move the vehicle completely onto the grass, off a ramp or, if available, into a designated drop off area or accident investigation site (AIS) location. Refer to guidelines for the safe use of push bumpers.

Many times motorists will stop in a lane of traffic or on a narrow shoulder to change a tire. This is extremely dangerous and requires quick thinking and persuasive actions by the TIM Operator. Convincing motorists to drive off the road with a flat tire is an important skill all TIM Operators need to master. Because of the hazard, flat tires should not be changed immediately next to open lanes on the traffic side of vehicles. Relocate the vehicle to a safer location.

Guidance:

- Using your push bumper to relocate a disabled vehicle can be done safely and without any damage.
- Your ability to quickly and safely clear lane blocking incidents is a measure of your performance and effectiveness.
3.2. Using Push Bumpers

Using your truck push bumper to relocate a disabled vehicle can be done safely and without any damage by following some basic guidelines. Consider the location, weather and traffic conditions. If you are concerned about the high risk to your safety or the competence of the motorist, contact the TMC / Dispatch and request assistance from FHP. Do not relocate a vehicle if you suspect the driver is substance impaired.

Pushing a vehicle is only for limited distances to reduce the safety hazard. Be prepared to explain to the motorist that you cannot push them down the highway to an exit or into the service station. Be polite but stay in control and remember that your role is to reduce the potential of a secondary crash.

Guidance:

- Before you start the relocation check for: bumper alignment, previous damage, trailer hitches, tire carriers and ladders, etc.
- Approach disabled vehicle to be pushed SLOWLY.
- Do not push a vehicle if you can’t see ahead of it.
- Carefully instruct the driver before you start (Figure 10):
  - What you want them to do, and do they understand you.
  - Advise exactly where you want them to go.
  - Make sure ignition key is in the ‘on’ position.
  - Transmission is in ‘neutral.’
  - Parking brake ‘off.’
  - Remind them that steering and braking will be hard, but will work.
  - Leave their drivers window down, so they may listen to instructions on the P-A.
  - Advise driver not to hit brakes hard or abruptly.

Figure 1. Push Bumper-Driver Instruction
Remember the following:

- Always make gentle contact.
- Check traffic carefully.
- Advise the motorist that you will start pushing.
- Push slowly.
- Maintain shallow angle.
- Back-off before the motorist brakes or goes over a curb.
- Advise the motorist to stop.
- Instruct the motorist to set the parking brake, etc.

Figure 2. Push Bumper Relocation
4.0 Traffic Crashes

4.1 Traffic Crash with Property Damage (No Apparent Injuries)

A TIM Operator is frequently the first to arrive at a vehicle crash. The ability to quickly analyze the situation and take appropriate action to get the road open is an important part of the TIM Operator's job.

All operators need to be fully aware of Florida Statute FS 316.061, the law that requires motorists involved in crashes without serious injury to move their vehicle out of traffic or seek assistance to move it.

The ability to convince motorists to cooperate and then to personally facilitate the relocation of the vehicle out of traffic is a good measure of the TIM Operator’s skill. To help make drivers aware of the law, hand them a copy of the ‘Move-it’ law. (Keep plenty in your pocket or on your clip board.) Let the driver read the card, and in a couple minutes again offer to help them move out of traffic “to avoid a citation” when FHP arrives.

Guidance:

- If by looking at the condition of the vehicles it appears to be a minor incident, ask each driver, “Do you want me to call an ambulance to take you to the hospital?” That question is better than the standard, “Are you hurt?” If no one says they need an ambulance, indicate that you will help them safely move their vehicles out of the road.
- If you see any apparent injuries or if a motorist or passenger indicates that they are badly injured, return to your truck and call the TMC / Dispatch for a Trooper and EMS.

There are cases when, even after repeated attempts by the TIM Operator to move the crash vehicles out of traffic, someone refuses to cooperate. You must now ask the TMC / Dispatch to notify FHP that the motorist refuses to relocate. Do not leave the scene unprotected.

In those cases where the crash cannot be relocated, begin to set up cones and facilitate the flow of traffic past the crash scene to assist in the arrival of other response vehicles. The operator’s role at this point is to upgrade traffic controls using cones and help other highway users safely pass the incident scene.

In some cases, motorists are cooperative but don’t feel they can drive their car out of the road. Simply offer to drive the car for them. You may be surprised how many wrecked cars can be started and driven. If the vehicle is not drivable, follow your training and use your skills to clear them from the travel lanes with your truck.

Don’t forget to clean up any debris and fluid spills before opening the lane.
4.2. Traffic Crash with Injured Persons

When responding to a serious crash with injured persons, follow the previously described steps to position your truck behind the crash and make notifications to the TMC / Dispatch or FHP. You have four major safety concerns: the victims, yourself, other responders, and the highway users approaching the crash scene. Also remember that a primary objective of the program is to restore traffic flow and reduce the duration of the incident. Your goal is to balance these responsibilities.

Guidance:

- When you first approach the vehicles, look for any fire or spilled fuel that could ignite.
- If you see serious injuries or if the condition of the vehicles indicates the probability of serious injury, immediately notify the TMC / Dispatch requesting FHP and EMS. Return to the vehicles and calmly assure the victims that help is on the way and that you will help them by making the scene safe.
- Before you begin to set up the cone lane closure, look for fire and any life threatening conditions.

You should have received sufficient training to recognize the potential to save a life. Life threatening situations could include a victim who has massive arterial bleeding, is not breathing, or has no heart beat. Remember that if injuries are not life-threatening, waiting for EMS is the prudent choice.

However, if you do take action to save a life, you are protected by Florida’s Good Samaritan law and you should not worry about liability.

A crash with injuries will most likely bring several response vehicles, so set up your cones and move your truck to allow them to park near the victims. Once other responders arrive, modify your closure to enclose the entire scene, try to have them position within your cones, but do not ignore an uncooperative emergency responder. Work to gain the trust of other responders for future incidents; eventually they will recognize your expertise and concern for their well being. Be cooperative and never confrontational.

Be sensitive to the FHP Trooper’s job to investigate serious crashes, especially if there is a potential for a fatality. Protect and preserve the scene as best you can to allow them to do a complete investigation.
4.3. Working with a Trooper to Manage Crash Scenes

FHP Troopers have been trained to take charge at an incident scene and have a multitude of activities to accomplish. TIM Operators are there to assist by making the scene safe, clearing the crash scene, and providing manual traffic control. Since the TIM Operators are working with Troopers from Troop K who are assigned only on the Turnpike, you will have an opportunity to form a close professional relationship. This partnership will assure the effective and safe management of traffic incidents.

Guidance:
- When you first arrive at a crash, call the TMC / Dispatch with the incident details. Next, check in with the Trooper and begin to set up a cone closure and position your truck to help move traffic safely past the scene.
- Once the injured are cared for or removed, give the Trooper time to document the scene and begin the crash report. You should then offer your assistance and, when given the approval, begin to sweep up debris and absorb spilled fluids.
- If other TIM Operators (Safety Patrol or TARR) are also on scene, assist each other with the vehicle hook up or relocation of the vehicles off of the roadway. This cooperative resourcefulness is another measure of your effective performance. Drive the crash vehicles off, push them off, or pull them with a tow strap, but get the lanes open!
- Sitting in your truck at a crash scene should always be avoided unless you are using the communications equipment. You should contribute to the operation.

4.4. Relocating Wrecked Vehicles at Crash Scenes

TIM Operators should be aggressive in moving or clearing wrecked vehicles from travel lanes at crash scenes. Troopers will be impressed with your skills and determination and will appreciate your efforts working as a team to open the roadway.

Guidance:
- Wrecked vehicles should normally be relocated to the right and well off the roadway.
- If there is an exit ramp or a safe area out of sight of traffic, talk with the trooper and consider relocating the vehicles there.
- Many cars can be started; drive them off of the road.
- Use your training and expertise to relocate crashed vehicles with your push bumper. Get some assistance with traffic control and push the wreckage out of the road unless it not safe to do so.
- If you do not have a push bumper on your truck, you can still use a tow strap or chain to relocate wrecked cars off of the travel lanes.
5.0 Special Incidents

5.1. Incidents Involving Hazardous Materials

Traffic incidents involving commercial vehicles are one of the most dangerous tasks responders are asked to handle. An incident involving hazardous material (HazMat) cargo is even more perilous.

While responders are encouraged to quickly mitigate non-cargo fluid spills, hazardous material cargo spills are to be handled differently and with extreme caution.

Each TIM Operator should be familiar with the material identification placards required for all vehicles transporting hazardous material so that when arriving at the scene, quick identification and a call to the TMC / Dispatch can be made for assistance. Never approach a vehicle that is spilling or leaking an unidentifiable cargo, especially if it is a placarded load.

Guidance:
When a vehicle carrying a placarded load (hazardous material) overturns and spills the cargo:

- Notify the TMC / Dispatch immediately.
- Remain upwind until the potential HazMat is identified.
- Stay clear of hazardous cargo and the spill, as well as any vapors, fumes, or smoke.
- Identify the cargo from the placard. Update the TMC / Dispatch with the placard information to assist with materials identification and notification of the appropriate agencies.
- Check the driver and assist ONLY IF IT IS SAFE to do so.
- Be familiar with placards in the Emergency Response Guidebook.
- Use extreme caution when arriving on scene and stay upwind.
- Never approach an unidentifiable cargo spill.
5.2. Vehicle Fires

When a vehicle fire is encountered, the TIM Operator should immediately notify the TMC / Dispatch for assistance. The operator should then provide assistance to the occupants of the vehicle and move them to a safe area on the shoulder well off of the roadway or in an area where they are protected.

Extinguish a small fire if it is safe to do so; however, do not approach the vehicle if it is completely involved. There is risk of a tire popping or even the possibility of a fuel tank exploding.

Secure the scene as much as possible and set up cones in order to keep the traffic moving on the roadway.

Guidance:

- Notify the TMC / Dispatch upon arrival.
- Assist the occupants and relocate to a safe area.
- Extinguish a small fire if safe to do so.
- Secure scene.
- Set up cones.
6.0 Florida laws, regulations and guidelines

6.1. Florida’s “Move It Law” Section 316

Crashed or disabled vehicles, when allowed to remain in the roadway, are a potential hazard to the traveling public as well as the occupants and responder. The secondary crash that can and frequently does occur is usually more devastating than the first incident.

Florida’s Move-It-Law, F.S. 316.061(2), states that if a damaged vehicle is obstructing traffic, the responsible party should move it or seek assistance to move it so as not to block the regular flow of traffic. This statute is not without consequence. A nonmoving violation citation can be issued if the vehicle is not moved when it can be.

Ask the motorist to relocate the vehicle if it can be safely driven or offer assistance to relocate it to a safe location. If the vehicle is moved using the wrecker, follow the guidelines for proper use of push bumpers or tow straps or a quick wheel lift.

If safe relocation is not possible, contact the TMC/Dispatch and set up traffic controls.

Guidance:

➢ First check for injuries and handle accordingly.
➢ Inform the motorist of Florida’s Move-It-Law and the possibility that a citation can be issued.
➢ Hand out the informational card with the statute information.
➢ Encourage the motorist to relocate the vehicle or offer assistance to do so if the vehicle cannot be moved under its own power.
➢ Set up temporary traffic control if the vehicle cannot be relocated.

6.2. Florida’s “Open Roads” Policy

The Open Roads policy agreement between FHP and FDOT clearly states the urgency given to clearing traffic incidents from Florida highways.

The traffic incident management programs operated by FDOT around the state of Florida are all committed to this policy and are becoming a major contributor to meeting the ‘Open Roads’ goals.

All TIM Operators need to become totally familiar with and utilize this policy and its guiding principals.
6.3. Vehicle Fluid Spill Guidelines

Incidents occur where vehicle fluids are spilled from ruptured fuel tanks or the vehicle’s engine. The Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-Cargo) document covers such spills. The guidelines cover spilled motor vehicle fluids such as engine oil, radiator fluid, hydraulic fluids, brake fluid and diesel or gas from the ruptured fuel tank.

The guidelines do not cover the cargo being carried by the vehicle.

These guidelines allow for the mitigation of the non-cargo fuel spill without waiting for Fire-Rescue, Department of Environmental Management or any licensed clean-up agency.

Once the spill is identified as a vehicle fluid, it can be contained from spreading. TIM Operators should carry the necessary equipment to mitigate these spills and clean up the roadway. Use oil dry and then dirt from the side of the road if needed.

Guidance:

- Notify the TMC / Dispatch of the number of gallons spilled (See Guidelines). The TMC / Dispatch will make proper notification to FHP and Roadway Maintenance.
- Identify the spill as vehicle fluid not part of the cargo
- Contain and limit the spill from spreading.
- Apply available absorbents.
- Pick up, bag and containerize for removal. This material may be loaded and hauled away with the wrecker.
- Clean the pavement.
- If at anytime you do not feel safe in this process, seek assistance from the Fire-Rescue or other qualified personnel at the scene.

6.4. Traffic Incident Levels

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

Many times a TIM Operator is the first to respond to an incident. The prompt and accurate assessment of the scene is a critical function. Referring to Traffic Incident Levels will help with proper agency notifications and motorist information alerts.

Remember, this is an early assessment of the scene based on your experience and best judgment.
Traffic Incident Levels

Criteria for establishing Freeway Incident Levels Based on Traffic Impact

**Level 1**  (Minor)
Impact to the traveled roadway is estimated to be less than 30 minutes with no lane blockage or impact to the traveled roadway is estimated to be less than 30 minutes with minor lane blockage.

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

**Level 3**  (Major)
Impact to the traveled roadway is estimated to be more than 2 hours or the roadway is fully closed in any single direction. Significant area-wide congestion is expected.

**6.5. Lane Numbering Convention**

The travel lanes are referred to by number. The farthest lane to the left or the lane nearest the median is Lane 1. (The break down lanes or shoulders are not considered a travel lane). The second lane from the left is Lane 2. The third lane from the left is Lane 3 and so on.

**EXAMPLES:**

Mainline Lanes:

<table>
<thead>
<tr>
<th>Median</th>
<th>Left Shoulder</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Right Shoulder</th>
</tr>
</thead>
</table>

Mainline Lanes:

<table>
<thead>
<tr>
<th>Barrier wall</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>Right Shoulder</th>
</tr>
</thead>
</table>

Ramp Lanes:

<table>
<thead>
<tr>
<th>Barrier wall</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>Barrier wall</th>
</tr>
</thead>
</table>