Rapid Incident Scene Clearance (RISC) Fact Sheet

Florida’s Turnpike’s Rapid Incident Scene Clearance (RISC) Program began in 2004 and has reduced the average major vehicle incident clearance time by an average of 30 minutes per incident. This first-in-the-nation program supports the State of Florida’s Open Roads Policy, which set a goal of 90 minutes to safely clear an incident scene. The RISC program partners with Florida Highway Patrol Troop K to provide them with a proactive tool to reopen the road as safely and quickly as possible.

The quick clearance of trucks hauling larger loads requires specialized equipment and trained operators to facilitate quick recovery following an incident. In order to meet the Turnpike’s 90 minute clearance goal, Florida’s Turnpike pays an incentive to RISC contractors who can clear the incident and open the roadway within a specified period of time.

Potential contractors are given a list of required equipment in order to participate and required to demonstrate to the Turnpike that they are qualified to provide RISC services. The RISC contractor is required to arrive at the incident within one hour with two recovery wreckers and recovery support vehicle equipped with all equipment, materials and necessary traffic control devices. The RISC contractor must be available to provide these services 24 hours a day, seven days a week.

Upon successful completion of the following terms, the RISC contractor will receive an incentive bonus payment if the following requirements are met:

- Responded to the incident with all requested recovery, clearance, and traffic control equipment within one hour following notification by the Traffic Management Center.
- Have completed the removal and clearance of all crash scene vehicles, cargo, debris, and non-hazardous vehicle fluids from all travel lanes and have opened the roadway to traffic within 90 minutes following notice to proceed from Florida Highway Patrol.

In the event the RISC Contractor does not complete the work and reopen all travel lanes within 90 minutes following notice to proceed, no incentive payment will be made. In the event the RISC Contractor has not completed the removal and clearance and all travel lanes are not reopened within three hours following notice to proceed, liquidated damages can be assessed against the Contractor.

The RISC Contract is just one strategy of the Turnpike’s Rapid Incident Scene Clearance Program. Other strategies include:

- Two, 24-hour Traffic Management Center facilities
- State Farm Safety Patrol/Road Ranger free roadside assistance program
- Florida Highway Patrol Photogrammetry accident investigation initiative
- Intelligent Transportation System (ITS) technologies
  - Dynamic Message Signs
  - Highway Advisory Radio System
  - Closed Circuit Television (CCTV) Roadway Monitoring
  - Public Information Display Monitors

Please visit http://fcn.state.fl.us/owa_vbs/owa/vbs/www.ad.view_ad?advertisement_key_num=42031 for more information on the Turnpike’s innovative RISC contract.
Traffic Management Center
Fact Sheet

Florida's Turnpike Traffic Management Center (TMC) has two facilities; one in Pompano Beach at the Turnpike Operations Center at Mile Post 65, and the second in Orlando at the Turkey Lake Headquarters complex at Mile Post 263.

- The TMC is the central facility for the control, monitoring, operation, and management of Turnpike traffic. The TMC is open 24 hours a day, seven days a week with dedicated staff trained to monitor and respond to the changing conditions on Florida's Turnpike System.

- TMC Operators work closely with Florida Highway Patrol Troop K, the Road Rangers, FDOT Districts, 511 travel information providers, Traffic Media, Turnpike Construction and Maintenance personnel, the Public Information Office and other agencies to provide accurate and timely information to Turnpike Customers.

- Intelligent Transportation System field devices are operated to enhance safety, services, and traffic flow for Turnpike Customers.

- Approximately 100 Closed Circuit Television Cameras provide traffic monitoring capability to the Traffic Management Center Facilities.

- 26 Dynamic Message Signs, nine Highway Advisory Radio transmitters, and 20 advisory signs with flashing beacons aid in traffic and construction information dissemination.

- TMC Operators dispatch the Turnpike's State Farm Safety Patrol/Road Rangers to incidents and disabled vehicles via 450 MHz radio.

- Behind the scenes, network, maintenance, and development staff play integral roles in the day-to-day operations of the TMC.
Florida’s Turnpike Traffic Management Center (TMC) works hand-in-hand with departments of Florida’s Turnpike Enterprise system to ensure complete customer satisfaction.

- Florida Highway Patrol Troop K
  - **FHP Troop K Communications Center:** Three full-time TMC Team Members are staffed at the FHP Troop K’s communication center in West Palm Beach as information liaisons between the TMC and FHP. These TMC Team Members assure that accurate and timely information is shared between the facilities during peak traffic conditions, special events and emergency operations.

- Roadway Maintenance
  - **Emergency Roadway Maintenance Response:** Emergency requests for Roadway Maintenance are communicated through the TMC.
  - **Rapid Incident Scene Clearance (RISC) Program:** FHP contacts the TMC when the RISC program is activated. The TMC is then responsible for dispatching the appropriate contractor to comply with the 90-minute Open Roads Policy.

- Facilities and Telecommunications
  - **After-hours Work Order Desk:** The TMC is utilized as the after-hours dispatch for the Facilities and Telecommunications Work Order Desk. Facilities experiencing problems contact the TMC to place a work order request. In the event the request is an emergency, the TMC Team Member will contact the appropriate on-call person. Non-emergency situations are logged and handled the next business day.

- Public Information Office
  - **Florida’s Turnpike Customer Service Toll Free 800 Number:** Motorists needing information regarding Florida’s Turnpike have the comfort of being able to speak to someone 24-hours a day with the TMC answering calls after normal business hours.

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**Florida’s Turnpike Traffic Management Center**

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Florida’s Turnpike and State Farm Insurance have become “partners in safety” thanks to the insurance provider’s recent sponsorship of the Turnpike Road Ranger Program. This sponsorship has helped pave the way for an expansion of the Road Ranger program. The State Farm Road Rangers are a traffic incident management strategy used to safely and quickly remove an incident and debris from the roadway and provide basic assistance to stranded Turnpike Customers.

- 15 patrol zones have been established along Florida’s Turnpike and the Sawgrass Expressway. Patrol is also established along our Seminole Expressway, Veterans Expressway and Beach Line Expressway.

- The Road Rangers’ specially equipped vehicles provide roadway assistance to Customers, aid Florida Highway Patrol at incident scenes, conduct traffic control when requested, and remove hazardous debris from the roadway.

- Road Ranger trucks are equipped with an arrow board to aid with traffic control during incidents. They offer free assistance such as changing tires and charging batteries. The trucks are stocked with numerous items such as gasoline, oil, and drinking water to assist disabled motorists.

- Each vehicle is outfitted with radio communication, cellular phones, and an Automatic Vehicle Locator that utilizes a Global Position Satellite transponder for communication with the Turnpike Traffic Management Center.

- Road Rangers patrol the entire Turnpike mainline system 24 hours a day, 365 days a year.

Florida’s Turnpike
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Turnpike Traffic Information:
www.floridasturnpike.com
Public Information Displays provide Florida’s Turnpike Customers at the Turnpike’s service plazas with accurate and real-time Turnpike traffic incident information and help to improve the safety of our Customers. Public Information Displays have also been installed in the Florida Highway Patrol (FHP) Troop K’s communication center to assist in incident management.

- January 2006, the Florida’s Turnpike Traffic Operations Department installed three flat-screen television monitors inside the Pompano Beach Service Plaza (milepost 65). Two 24-inch monitors display live video images of nearby traffic conditions (milepost 73 near Glades Road and milepost 56 near I-595).

- Traffic Management Center Team Members control which roadway cameras are displayed on the monitors, thus guaranteeing that only appropriate images are being shown to the public.

- The third 42-inch monitor in the Service Plaza displays information advising motorists of traffic incidents and impacts, live radar weather updates and promotes the Turnpike and 511 Travel Information.

- The Florida’s Turnpike’s Traffic Operations Department installed two plasma video monitors at the FHP Lake Worth Dispatch Center (LWDC), thus providing FHP the real-time opportunity to view traffic incidents on any of the Turnpike’s closed circuit television traffic cameras, expediting incident management.
Dynamic Message Sign
Fact Sheet

Florida’s Turnpike operates 26 Dynamic Message Signs at various locations along the Turnpike and on the Beach Line Expressway Toll 528 in Orlando.

- The electronically illuminated signs have been strategically placed along the Turnpike as overhead full span structures in locations where traffic patterns are impacted most by congestion and incidents.

- The signs are designed to provide real-time information to Turnpike Customers regarding traffic delays, incidents, emergency operations, and construction, enabling them to make informed travel decisions.

- During a major incident, the first priority is getting accurate information to our customers as quickly as possible. Dynamic Message Signs have made this task easier.

- Dynamic Message Signs are utilized when traffic conditions require motorist attention, including seeking an alternate route. When there is no information to display or not enough information is available, the signs remain blank.

- Dynamic Message Signs are utilized for Amber Alert child abductions and for emergency operations.

- The Dynamic Message Signs are operated by the Turnpike’s Traffic Management Center, 24 hours a day, seven days a week.

Florida’s Turnpike
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Turnpike Traffic Information:
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Florida's Turnpike has installed nine Highway Advisory Radio transmitters at strategic locations along the Turnpike roadways.

- There are 20 Highway Advisory Radio signs with flashing beacons located both northbound and southbound within the range drivers can hear recorded messages on their car radios.

- The Highway Advisory Radio system has an approximate five-mile transmission range. The broadcast messages can be heard on the radio frequency 1640 AM.

- Highway Advisory Radio messages provide real-time information to Turnpike customers regarding traffic delays, incidents, emergency operations, and construction, enabling them to make informed travel decisions.

- When not reporting incidents, the Highway Advisory Radios are used to broadcast current construction information and safety messages.

- Highway Advisory Radio System is utilized for Amber Alert child abductions and for emergency operations.

- The Highway Advisory Radio System is operated by the Turnpike's Traffic Management Center, 24 hours a day, seven days a week.
Photogrammetry Fact Sheet

- Aggressive roadway clearance procedures are being implemented throughout the country. Quick clearance saves millions of dollars in lost time, reduces the potential for secondary incidents in the queue, and reduces the amount of time emergency responders are vulnerable to being injured while working at an incident scene.

- One major cause of lengthy road closures is the time it takes to complete the investigation of criminal crashes and fatalities. The time spent collecting data at the scene using traditional techniques translates to significant delays to motorists. One of the challenges facing law enforcement is to minimize the amount of time it takes to reopen the roadway.

- Utilizing photogrammetry, a single photograph enables law enforcement officers to generate 3D models of vehicles and objects for court animation; performs measurements of distance, crush, and placement; recreates skid marks, and reconstructs accident scenes. The use of photogrammetry will enable law enforcement to obtain detailed accurate measurements in a very short time and facilitate the expeditious reopening of the road.
Florida’s Turnpike Enterprise provides Intelligent Transportation System technologies to monitor traffic along “Florida’s Main Street”. These technologies enhance incident verification and information dissemination.

- Fiber optic communication transmits data and video by shooting light over glass cables enabling large amounts of data and video to be received and transmitted from site to site at very high rates of speed as compared to traditional copper networks.

- Installation of the fiber-optic communication infrastructure along the entire length of Florida's Turnpike is underway and will enable all of the Intelligent Transportation System field devices to communicate back to the Traffic Management Centers more quickly and efficiently. This will assist the Traffic Management Center Operators in detecting and verifying incidents, making the proper notifications and ultimately make the Turnpike safer for its users.

- Currently, the Turnpike Enterprise pays for communication links to a number of Dynamic Message Signs and Highway Advisory Radios, and communication between the two TMC facilities. Once fiber optic installation is complete, the Turnpike Enterprise will save significantly because these leased services will no longer be required.

- The fiber optic installation projects are Design-Build projects that incorporate four fiber optic conduits, one with 96 strands of fiber that is dedicated to ITS use; the remaining three conduits are for future use.

- Fiber optic cable has been installed from milepost 7 on the Homestead Extension of Florida’s Turnpike to milepost 155 near Fort Pierce. Approximately 85 Closed Circuit Television Cameras on concrete poles provide traffic monitoring capability in this area.

- Fiber optic cable installation for the remaining Turnpike, milepost 156 to milepost 309, is expected to be completed by the end of 2007. Cameras will be installed approximately one per mile and this system will provide for future installation of detection devices at half mile spacing.